Sands

Application Information

**Supporter Care Officer**

**(Fundraising Income)**

**About Sands**

Sands, the stillbirth and neonatal charity, are a well established and widely respected national charity that:

* Supports anyone affected by the death of a baby
* Works in partnership with health professionals to ensure that bereaved parents and families receive the best possible care
* Promotes and funds research and changes in care that could help to reduce the loss of babies’ lives.

Over 30 years ago the devastating impact of the death of a baby on the mother and father was neither widely understood nor acknowledged. For many parents it felt as if their baby had not existed and did not matter. Sands was established in 1978 to change that perception.

Since that time Sands has supported many thousands of families whose babies have died, offering emotional support, comfort and practical help. Working in partnership with health professionals and service providers, Sands has played a lead role in transforming the culture and practice of perinatal bereavement care in the UK.

Whilst the way in which parents and families are cared for and supported has substantially changed, the tragic reality is that large numbers of families continue to be devastated by the death of a baby. In the UK, in spite of medical advances, 17 babies are stillborn or die within the first 28 days of life every day.

Bereavement support for parents who have lost a baby and working in collaboration with health professionals, remains at the core of everything that Sands does. Sands also aims to ensure that there are fewer bereaved parents to support.

Find out more about our work: www.uk-sands.org

About the role

Sands is growing and we are investing in our staff team and part of this expansion we are seeking a dedicated and enthusiastic person to join the Finance and Fundraising Teams as a Supporter Care Officer (Fundraising Income). This role will ensure the efficient and effective processing of income from supporters and provide excellent donor care.

We need someone with a high degree of accuracy, flexibility, customer service and problem solving skills. Demonstrable experience of advanced Microsoft Office is essential for this role, along with the ability to manage your own workload and support other team members. You will also have experience of a Fundraising database, preferably ThankQ.

In order to apply for this position you will need to have at least 2 years experience of the functions and activities relating to the processing and thanking/acknowledging of income within a charity and substantial experience of working with databases and in producing reports, statistics and analysis.

To apply:

Please return the completed application form and monitoring form to **recruitment@uk-sands.org** by the closing date below:

**3rd November 2014**

As we have limited staff resources we are unable to provide candidates with feedback about their applications.

**Job Description**

**Job title:** Supporter Care Officer (Fundraising Income)

**Reporting to:** Fundraising Manager (with input from Finance Manager)

**Department:** Fundraising

**Job location:** London, W1B 1LY

**Hours:** 35 hours per week (9.30am - 5.30pm)

**Salary:** c£22k per annum pro rata (plus £3,300 London Weighting Allowance)

**Contract:** Permanent

**Purpose of Role:**

Based within the Finance and Fundraising Teams you will ensure the efficient and effective processing of income from supporters and providing excellent donor care.

 **Main duties:**

* Processing and posting all income onto the Thank Q database, ensuring that all income information is kept up to date and within timescales set
* Administer and write thank you letters and emails to supporters ensuring that all donors are given the opportunity to make their donation tax effective, where appropriate, by sending out ‘Gift Aid Asks’ and follow up with reminder emails when Declarations not returned, following agreed processes.
* Set up and amend Gift-Aid Declarations on the supporter database (oral and written) as necessary whilst supporting the Gift Aid Officer ensuring that accurate records are kept in accordance with the Sands gift aid procedures and the Inland Revenue’s requirements in this area.
* Be responsible for receiving donations over the telephone by Credit/Debit cards – displaying excellent customer care skills at all times.
* Communicate with donors, supporters and internal Sands people to resolve all queries in a patient and sympathetic manner, promptly and courteously whilst displaying excellent customer care skills at all times.
* All communications with supporters and donors to be accurately recorded on the Sands ThankQ database following Sands agreed procedures.
* Follow agreed processes for coding all income accurately including restricted income.
* Follow agreed processes for making financial adjustments and recoding income when required.
* Carry out donation processing and administration duties for standing orders & CAF.
* Download weekly reports from JG & VMG and prepare for importing donations and data accurately onto the supporter database. Download monthly reports from CAF, Charities Trust & Charitable Giving and prepare for importing payroll giving donations onto supporter database. All to meet month end and team timescales.
* Follow agreed processes for reconciling Direct Debit reports and deal with any problems that arise.
* Add and amend details within the Sands supporter database, follow data protection, data maintenance, PCI compliance and data collection procedures.
* Maintain the security and confidentiality of individual details as required at all times.
* Follow agreed processes for filing, storing and destroying paperwork.
* Follow the agreed process for complaint handling. Reporting any problems as and when they arise.
* Attend and contribute to meetings and fundraising events as required.
* Maintain an up to date knowledge of current activities within Sands and be an advocate of the Sands brand at all times.
* To be a key point of contact for Sands’ supporters and potential supporters who contact us by telephone, letter or email in dealing with all donations, enquiries, requests for information and complaints.
* To be willing to represent Sands at fundraising and supporter events.

**General**

* To undertake any other work or projects commensurate with the role as agreed by the Finance Manager or Fundraising Manager
* To work flexibly with other members of the team
* To maintain confidentiality over personal information
* Participate in annual appraisal and personal development review
* The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the organisation as a whole.
* Promote the Sands vision and values at all times and abide by all Sands Policies and Procedures
* Commitment to and understanding of Equal Opportunities

**This job description is not contractual and is liable to change over time**

**Person Specification**

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| **Importance** | **Criteria** | **Assessment** |
| Essential | At least 2 years experience of the functions and activities relating to the processing and thanking/acknowledging of income | Application & Interview |
| Essential | Substantial experience of working with databases and experience of producing reports, statistics and analysis | Application & Interview |
| Essential | Experience of monitoring and maintaining recording systems and procedures | Application & Interview |
| Essential | Experience of planning and organising own work and meeting deadlines  | Application & Interview |
| Essential | Good verbal communication skills, including ability to deal appropriately and professionally - both face to face and by telephone | Application & Interview |
| Essential | Ability to write clearly and accurately, including corresponding by email, as well as drafting routine correspondence  | Application, assessment & Interview |
| Essential | Good organisational skills and attention to detail | Application, assessment & Interview |
| Essential | Ability to work on own initiative and as part of a team | Application & Interview |
| Essential | Experience of using a range of IT packages including ThankQ (or Raisers Edge) & MS Office (word processing, spreadsheets and databases)  | Application & Interview |
| Essential | Highly numerate and the ability to work within established fundraising and financial procedures | Application, assessment & Interview |
| Essential | Ability to commit to and work within the aims, principles and policies of Sands | Application & Interview |
| Essential  | Strong reconciliation skills | Application, asse4ssment & Interview |
| Desired | Experience of using Sage 50 accounts | Application & Interview  |
| Desired | Understanding of double entry | Application & Interview |