

Senior Supporter Relations Coordinator

Permanent

This is an exciting time to be joining Bloodwise. Our new CEO has already brought new energy, insight and ideas to the organisation and there is a real buzz as we look to the future building on all the great work that has gone before. We are now looking for a proactive, positive and experienced Supporter Relations Coordinator to join our supporter Relations Team and be part of supporting the organisation to achieve its potential.

If this sounds like the role you are looking for and you feel you have the knowledge, skills and experience we need, please apply with a covering letter setting out how you match the requirements of the job specification and a CV **by 5pm, Friday 22nd March 2019**.

Interviews will be held on Thursday, 28th March 2019.



Bloodwise values diversity and is an equal opportunities employer



Bloodwise

The **blood cancer research** charity

ABOUT US

We are Bloodwise, and we want to change the world for all blood cancer patients. Every year we stop more people dying of blood cancer and our researchers are even working to stop people developing blood cancer in the first place.

We're the UK's specialist blood cancer charity and our vision is clear: we're here to beat blood cancer and we've been working to do this since 1960.

We fund world-class research; provide information and support to patients and their loved ones; and raise awareness of blood cancer. Since 1960 we have invested more than £500 million in blood cancer research in the UK. Where we've invested, survival rates and quality of life have improved.

We're proud to say that UK blood cancer research leads the world, thanks to the money we've been able to invest because of our supporters and fundraising. But we still have so much more to do: blood cancer is the 5th most common cancer and sadly it is the 3rd biggest cancer killer in the UK claiming more lives than either breast or prostate cancer.

We improve the lives of blood cancer patients with cancers such as leukaemia, lymphoma and myeloma because we believe everyone should be able to live their life to the full. We've been working to beat blood cancer for over 50 years and we won't stop until we do. Be a part of our story and help us change the world.

JOB DESCRIPTION

Job Title	Senior Supporter Relations Coordinator	Location	Edinburgh
Contract Type	Full Time	Contract Length	Permanent
Salary	From £27K, dependent on experience		

Senior Supporter Relations Coordinator

Your job is to help us stop people dying from blood cancer, improve patients' quality of life and stop people getting blood cancer in the first place. You will be successful in your role if you are as ambitious as we are about beating blood cancer.

Your role will be to provide fundraising and administration support across the Fundraising directorate's income generating activities. This involves providing outstanding customer service to our supporters via telephone, email and mail.

The Senior Supporter Relations Coordinator is required to balance their time between recruiting and line managing volunteers, training and developing team members, creation and continuous improvement of processes, and deputising in the Supporter Relations Manager's absence. In addition to this, you will support the Supporter Relations Manager to co-ordinate and oversee the management of supporter enquiries and registrations for fundraising appeals and campaigns, as well as income processing and fulfilment.

A high attention to detail, in addition to the ability to manage multiple priorities simultaneously, is essential. The Senior Supporter Relations Coordinator will be a skilled problem solver, resolving issues as they arise by communicating effectively and efficiently with colleagues across the charity.

KEY RELATIONSHIPS

Reports to	Supporter Relations Manager
Line management responsibilities	Supporter Relations office volunteers
Key relationships	<ul style="list-style-type: none">• Reports to the Supporter Relations Manager• Line manages Supporter Relations Team office volunteers• Working closely with Regional Relationships, Individual Giving, Finance, CRM, Partnerships & Philanthropy and Sports teams• Proactively engages with all Bloodwise staff and external supporters

What you'll do

- Plan and deliver a volunteer journey for Supporter Relations volunteer roles
- Recruit, train and line manage office volunteers
- Support the Supporter Relations Manager by identifying training and development needs within the team, and working collaboratively to plan and deliver training sessions and workshops for team members
- Deliver bespoke inductions to new starters in the Supporter Relations Team

- Coordinate Subject Matter Expert roles (SMEs) within the Supporter Relations Team and ensure that process guides are kept up to date and regularly reviewed by the relevant SME
- Develop and sustain warm effective relationships with our wide range of key stakeholders and supporters, delivering fundraising support to enhance our relationships and potential income
- Co-ordinate business as usual operations, including acting as the first point of contact for supporters, dealing with written and phone enquiries promptly and politely, maintaining accurate records and acting as an effective ambassador for the charity
- Support the continuous improvement of our service to supporters and stakeholders by conducting regular quality checks on key services and providing feedback to team members
- Champion good data management within SRT, training and inspiring others to maintain accurate records for the purpose of effectively marketing future activity and ensuring each supporter is entered the appropriate supporter journey
- Work collaboratively across the charity to make the most of internal expertise, resources and assets, maximising the impact on fundraising and awareness potential
- Provide support to the Supporter Relations Manager on a daily basis, ensuring all delegated tasks are completed within SLA, and to the highest quality.
- Provide coaching feedback to team members to improve quality and productivity, liaising with the Supporter Relations Manager on the outputs required.
- Act as the first point of contact for escalations and complaints as directed by the Supporter Relations Manager, ensuring these are logged correctly, and responded to within the required SLA.
- Assist the Supporter Relations Manager in SLA and KPI tracking and reporting
- Contribute to continuous improvement by helping to establish systems, procedures and service levels, to provide the highest levels of service to Bloodwise supporters.
- Act as a support function for internal colleagues to answer queries on income, campaigns, appeals and event registrations including running reports and looking up records.
- Support the management of the full range of income processing systems and procedures, including:
 - Receiving income, cash handling and banking in accordance with Bloodwise policies and procedures.
 - Coding and allocating donations in line with guidance, and ensuring proper reconciliation of income.
 - Manage the recording and reconciliation of income from third party service providers including JustGiving, Virgin Money Giving and BT My Donate.
 - Handle supporter enquiries and issues relating to income including raising refunds as required, answering queries and investigating arising issues.
- Develop, amend and issue regular communications, acknowledgement and thank you letters to supporters, checking these and ensuring they are accurate and consistent in tone and message. Analyse supporter records to ensure accurate figures are provided both to supporters directly and internal colleagues.

PERSON SPECIFICATION

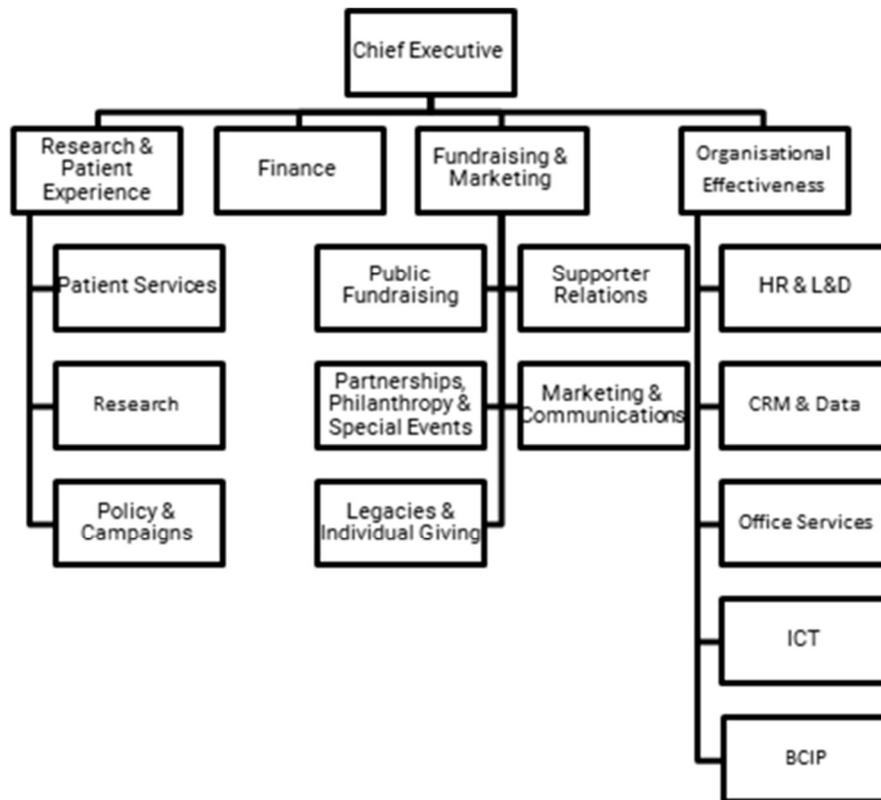
Skills knowledge and experience	
Essential	
1	Experience in providing excellent customer / supporter service, administration and fundraising
2	Experience in volunteer recruitment and management
3	A high attention to detail and the ability to demonstrate an understanding of the importance of quality checking and continuous improvement
4	Be flexible, adaptable and open to change
5	A strong communicator, with the ability to provide meaningful feedback to colleagues and adapt your communication style to suit your audience
6	Ability to work on own initiative and multi task, with a can do approach
7	Passionate about providing supporters with the best service possible, and able to inspire others to do the same
8	Well organised and able to manage own workload, prioritise and problem solve in a fast-paced environment
9	A confident leader, able to train and coach team members
10	Experience of complaint handling
11	A commitment to equal opportunities and diversity and the aims and values of Bloodwise
Desirable	
1	Experience deputising in manager's absence
2	Experience of process improvement using LEAN methodology
3	Recent experience of coaching and motivating others through periods of change

Things we all do

- Attend and assist at Bloodwise events and activities as required (NB this involves evening and weekend work)
- Be an effective ambassador for Bloodwise at any activity you attend
- Develop an in-depth understanding of our work
- Do any other reasonable things your manager needs you to do

THE TEAM ORGANOGRAM

Now you have read about the role, to help you get a better feel of where it sits in Bloodwise here is a simplified organogram.



SHORTLISTING AND INTERVIEWS

Bloodwise is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. All applications are subject to our shortlisting process; so if you're shortlisted we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process.

If you do not hear from us within 2 weeks after the closing date, your application has not been successful.

FOR FURTHER INFORMATION ABOUT US

See our website <https://bloodwise.org.uk/>

THE GOOD STUFF WORKING AT BLOODWISE

Apart from all the hard work we do, there are some really good benefits to working at Bloodwise:

<p>Annual Leave Entitlement is 25 days per year rising to 26 days after 2 years' service then 27 after 4 years' service; we will usually close the office between Christmas and New Year which our trustees gift as an additional holiday.</p>	<p>Personal Development Development is really important to us and there are a variety of options available to staff at Bloodwise.</p>
<p>Time Off In Lieu We strongly encourage everyone to help with some activities outside of normal working hours. For this you can earn and claim TOIL.</p>	<p>Interest free season ticket loan We pay for the ticket and you repay the money out of your monthly salary.</p>
<p>Pension When you join us we'll automatically enrol you onto our pension scheme, which is run by Aegon. This can be increased through length of service.</p>	<p>Agile and flexible working We value results and outcomes and support this with an agile working policy, which is complemented by a flexi/core hours policy.</p>
<p>Employee Assistance Programme Offers support information, expert advice and specialist counselling to help you prepare for life's predictable milestones.</p>	<p>Ride2work scheme This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.</p>
<p>Life Assurance Although we don't like to think about it, should something happen to you while working for Bloodwise we have life assurance for staff.</p>	<p>Family leave We offer enhanced pay during maternity, paternity and shared parental leave.</p>

OUR LOCATION

Our Edinburgh office is located at 111 George Street, Edinburgh, EH2 4JN. There are bus and tram stations close by on Princes Street, just a few minutes' walk from the office:

