**Candidate Information**

**Supporter Care Officer**

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| **Salary:**  | Grade E:£25,859 per annum pro rata |
| **Hours:** | Full time hours are 37.5 hours per weekWe are very happy to discuss working hours to suit individual circumstances. This role is particularly suitable for compressed hours / school hours.  |
| **Contract:**  | Fixed term until 30th June 2025 |
| **Disclosure:** | Enhanced DBS/PVG Scheme/Access NI is not required  |
| **Base:**  | Sustrans hub in Bristol with the flexibility to work from home. Expected to be two working days a week in Bristol hub. |
| **Travel:**  | This role does not involve regular travel.  |
|  | A key part of being the Charity that makes it easier to walk and cycle is that most colleagues cycle, walk, wheel or use public transport for the majority of their work journeys. We support this with access to a Sustrans pool bicycle and National Standards Cycling Training.  |

**Job or Project Specific Information**

It is an exciting time to join the charity as we make significant investments in the fundraising team to focus on promoting Liveable Towns and Cities and develop Paths for Everyone. Supporters and donors are at the heart of Sustrans work, helping us to achieve our overall mission of making walking and wheeling accessible for everyone. As the primary contact point for donors, prospective supporters and the general public, this role will respond to interactions and enquiries using multiple communication channels (phone, email, letter, digital channels); delivering great customer experience to enhance their relationship with Sustrans.

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|  **Where this role sits in the structure:** |  |

**Job Description - About the Role**

**Overview**

The role will deliver excellent supporter care and provide admin and customer care support to other teams within the Fundraising and Supporter Engagement function as and when required.

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| **Where this role sits in the structure** | Reporting to the Supporter Operations Manager.Working closely with Fundraising and Supporter Engagement team members, External Affairs colleagues, regional and Estate Management colleagues, Delivery teams and Finance. This role does not have line management responsibility. |

**Key Responsibilities**

Responsibilities may include:

* Deal with all enquiries (via phone, email, and social media) in a timely manner, ensuring great customer service and stewardship.
* Liaise with colleagues across Sustrans to ensure enquiries receive the best possible response in an informative way.
* Ensure the fundraising database (Donorflex) is kept updated with accurate details, including personal contact details, donations, gift aid and methods of contact.
* To ensure that all donations received are banked promptly and accurate records are kept for reconciliation of monies with the Finance team.
* Thank donors for donations, with a special focus on developing phone conversations to enhance their experience with Sustrans and their areas of interest.
* To be first point of contact for all legacy notifications and in memory gifts, responding to all correspondence and where appropriate engage on-going stewardship.
* Provide excellent customer service for e-commerce customers including answering enquiries, approving orders and taking orders over the phone.
* Handling all complaints in line with Sustrans complaint handling procedure, and enquiries via email, the website and other channels, ensuring correct processes and response handling is maintained.
* Support the rest of the Individual Giving and E-Commerce, and Philanthropy and Partnership teams on projects/activities as required, with particular focus on customer service and stewardship.
* To monitor compliance with fundraising regulation and data legislation in procedures, recording information and when corresponding with supporters.

*We don’t expect anyone to be an expert in all these areas and as long as you meet the person specification we can train you in any gaps.*

**Person Specification**

The following criteria sets out the method by which the skills, knowledge and experience will be assessed against. Our website has a useful guide about how to make a great job application.

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|  | **Application Form** | **Interview** |
| **Specific experience required** |  |  |
| Working in a customer service environment. Handling enquiries via phone, email, writing and digital channels  | ü | ü |
| Complaint handling and resolution |  | ü |
| Building effective relationships with key stakeholders. Working collaboratively and effectively across multiple teams. | ü | ü |
| **Skills and Abilities** |  |  |
| Excellent written and verbal communication skills | ü |  |
| Excellent IT literacy, including Microsoft Word, Excel and Outlook  | ü |  |
| Experience of working with a CRM  | ü |  |
| Ability to work and plan independently |  | ü |
| Ability to deliver high quality customer/supporter care |  | ü |
| **Specific knowledge required** |  |  |
| Understanding of GDPR legislations and Fundraising Regulations, especially in relation to how personal data can be stored and used |  | ü |
| Understanding of Sustrans vision and mission or keen interest to learn | ü |  |

This document does not form part of the contract of employment but does outline our expectations.

If we need to amend this document in the future we will consult with the post holder before doing so.

**Everyone at Sustrans**

**Our values guide us in everything we do:**

* Including everyone
* Having the courage to question
* Acting local, thinking big
* Getting things done, together
* Always learning.
* Sustrans has clear health and safety policies and it is essential that all our colleagues follow these. Very often our teams come into contact with young people through schools work or community engagement so it is everyone’s responsibility at Sustrans to comply with our Safeguarding policies.
* One of our key strategic goals is to be a charity “for everyone”, building a more diverse and inclusive Sustrans. We recognise there is much more we can do to bring together diverse life experiences and voices to enable us to more fully understand, access and represent the communities we work in. Everyone at Sustrans should support this goal and follow our Equality, Diversity and Inclusion policies and procedures.
* Sustrans asks that all our employees develop their skills, knowledge and experience through training and personal development activities. Sustrans will support you with clear objectives and a supportive management culture - our teams tell us that one of the great things about working for Sustrans is the learning and knowledge sharing opportunities.
* It is very important that our colleagues are happy and able to work with IT systems - we use Microsoft programmes and other databases every day (we will train you on our bespoke systems).
* It is also important that everyone at Sustrans supports and follows with the charity’s guidance on branding/key messages and contributes towards raising Sustrans’ profile.
* Everyone at Sustrans is required to work their contracted hours and record their time – if extra hours are worked then we can take time off in lieu.­
* We ask that everyone in Sustrans helps us to develop new opportunities for funded work and builds excellent relationships with our delivery partners and stakeholders.
* Two of our values are *we get things done, together* and *we’re always learning.* Managers often require their teams to get involved in activities that are outside of their job descriptions as we feel this is one of the ways you can learn on the job, develop new skills, make new contacts and progress your career with Sustrans.