

Job Description

Job Title:	Supporter Care Manager	Department:	Fundraising
Reports to:	Head of Fundraising	Salary:	Band 6 (£23,681 - £37,760 per annum according to skills and experience)
Accountable to:	Head of Fundraising	Hours:	37.5 hours per week plus evenings and weekends as the role requires
Responsible for:	Individual Giving Fundraiser, Supporter Care Officer, Supporter Care Administrator, Legacy Marketing Co-ordinator and In Memory Co-ordinator.	Location:	Cedars Site but needs to be prepared to work across all Compton Care Sites.

Main Purpose of Job

- To lead on providing gold standard supporter care services that support all fundraising teams.
- To manage the Supporter Care team ensuring they use insight and data analysis to provide excellent supporter stewardship.
- To develop supporter journeys that will increase retention, support the fundraising strategy and deliver financial growth to meet increased budgets.
- To manage Individual Giving fundraising, in memory and legacy income streams in order to achieve annual targets.

Main Responsibilities and Tasks

Strategy and Income Generation

- Support the Head of Fundraising to develop and lead on the implementation of the Supporter Care Strategy, working in collaboration with all fundraising teams, which ensures that all supporters receive gold standard stewardship.
- Manage the Supporter Care team and ensure an innovative and insightful service system is in place for supporter journeys. This should include welcoming, updating and thanking donors, managing supporter data and providing analytical support to fundraisers.
- Ensure internal processes such as banking and thanking and processing of Gift Aid are efficient, effective and inspiring.
- Support the Head of Fundraising to develop and lead on the implementation of the Individual Giving strategy in order to deliver proactive growth of all aspects of Individual Giving (including direct marketing of appeals, regular and in memory giving) with a view to maximising income and increasing retention of donors.
- Support the Head of Fundraising to develop and lead on the implementation of the strategy for creating and growing our Legacy pipeline, again with a view to maximising income for Compton Care.

Leadership and Management

- Performance manage the Supporter Care team, providing clear objectives, reviews and effective and supportive line management - including the implementation of service level agreements where appropriate.
- Develop the learning and experience of the Supporter Care team through cohesive training and hands on coaching.
- Act as a champion for good data management. Ensure the whole income generation team is confident in using the database system - effectively recording and using fundraising data to inform their approaches to supporters.

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- Ensure that all fundraising teams focus on providing a gold standard support journey and work with them to develop innovative and industry leading practices.
- Ensure the quantitative and qualitative development of the Fundraising Volunteer workforce through effective recruitment, development and management practices in line with current sector learning.
- Representing the team on cross working groups (leading the group where appropriate) that will support the charity to develop and evolve working practices and policies/procedures.

Budgeting and Reporting

- In agreement with the Head of Fundraising, set, achieve and take responsibility for the delivery of income and expenditure budgets in line with departmental growth expectations.
- Establish accurate reporting on key KPI's such as retention rates, average gifts and life time value of supporters.
- Report on budget variances and implement solutions to rectify them.
- Provide accurate reporting on key campaigns and recommendations to Head of Fundraising.

Brand Development and Reputation

- Ensure the Supporter Care team adheres to and promotes our brand and reputation.
- Operate as a Fundraising Spokesperson for Supporter Care promotion purposes.
- Monitor potential opportunities and threats and ensure internal and relevant external audiences are aware of both.
- Ensure that the Income Generation team is compliant with IOF, Charity Commission, data protection legislation, internal policies and procedures and any other regulations that may be appropriate.

To undertake reasonable additional tasks and activities as required by the line manager.

Other

Governance and Risk

- Ensure that all staff for which the post holder has responsibility to participate in the development and implementation of clinical governance.
- Promote and facilitate the development of clinical audit and the management of clinical risk including patients' impact wherever possible and appropriate.
- Responsible for ensuring that effective monitoring systems are in place to include areas such as recruitment, appraisal, CPD, clinical supervision, performance management and registration verification.
- Investigate and implement lessons learned with regard to all complaints / incidents within section, ensuring that those are shared across the directorate as appropriate.

Smoking

- Compton acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the No Smoking Policy.

Information Governance

- Compton Care requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the organisation and its service users and employees.
- All Compton Care employees are bound by a duty of confidentiality and must conduct their duties in line with the organisations Confidentiality Code of Practice, General Data Protection

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Regulation (2016/679 EU) (GDPR), will come into effect on 25 May 2018 throughout the EU and will replace the Data Protection Directive (95/46/EC), which is implemented in the UK through the Data Protection Act 1998.

- New governing legislation for collecting and processing personal data in the EU and Freedom of information Act which all employees must adhere to as this a binding legislative act from the European Union for the protection of personal data.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder's period of employment that relates to the business of the organisation and its service users and employees will remain the property of the Compton Care. Information may be subject to disclosure under legislation at the Organisation discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the organisation taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Compton Care Mandatory Training and Induction programmes.
- Your obligations of confidentiality shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed.
- This is provided that any such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Compton's Whistle Blowing Policy.

Corporate communication to support the charity

- Compton may require employees to support the organisations charitable activities.
- All charitable activities are managed by the Marketing and Fundraising departments, and there may be times when the organisation will require employees to participate in promotional or publicity activities.

Customer Care - Our Mission will be a leader defining palliative care excellence in the UK

- The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently. All staff to abide by Compton Care Values:
 - Excellence and Innovation
 - Respect and accountability
 - Community and partnership
 - Passion and determination
 - Compassion and empathy

Equality and Diversity

- Compton's committed to promoting equal opportunities to achieve equity of access, experience and outcomes, and recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.
- Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference.
- All employees should be familiar with and actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership

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status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.

- We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

- As an employee you have a responsibility to abide by all of the safety practices and codes provided by Compton Care and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.
- All employees must comply with the Compton Care Health & Safety Policy. All employees must attend Health & Safety training as required within their department or as directed by their line manager.
- All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation. In addition, employees must comply with Compton's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

Risk Management:

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Infection Control

- Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficile by ensuring they are compliant with the Health Act 2006 - Code of Practice For The Prevention and Control of Healthcare Associated Infections (The Hygiene Code); and by ensuring they are familiar with the Compton Care Infection Control Policies, located on the Intranet.
- All employees must comply with the Compton Care Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.
- Compton is committed to reducing the risk of health care acquired infections. Accordingly it is essential that employees adhere to all infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). Employees should participate in infection prevention initiatives and challenge infection prevention practices, reporting breaches using Compton's incident reporting system.

Job Design and Review

- This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed with an updated job description.

Patient Experience and Public Involvement (PEPI)

- Compton is committed to gaining feedback from all those that use services provided by Compton through a variety of methods.
- Feedback is used to ensure that future services meet the needs of the patients and demonstrate continuous improvement.

Policies and Procedures Safeguarding

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- All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation.
- Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil safeguarding children and adults at risk responsibilities.
- All employees are expected to comply with existing local Safeguarding policies and procedures, and Compton and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Disclosure and Barring Service

- There are some roles within the organisation that require enhanced DBS screening in order to be able to start work within the Organisation.
- Where relevant to the role employees will be required to undertake this screening as part of the recruitment process and this will be updated on a regular basis whilst in employment.

Statutory and Mandatory Training

- All employees are required to complete any statutory or mandatory training as required by Compton or statutory auditing and regulatory bodies.
- Employees also required to refresh training as required and undertake any additional training as part of being employed by the organisation.

Use of Information Technology

- All employees are required to undertake duties and development related to computerised information management to meet the changing needs and priorities of Compton, as determined by your manager and in accordance with the grade of the post.

Person Specification

Requirements	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Evidence of continuous professional development relevant to position. 	<ul style="list-style-type: none"> • Recognised fundraising qualification • Institute of Fundraising Diploma
Experience, knowledge and skills	<ul style="list-style-type: none"> • At least 3 years' fundraising experience relevant to role. • At least 3 years' experience of managing people and performance management 	<ul style="list-style-type: none"> • Previous use of Donorflex database • Awareness of third sector fundraising streams and the complex charity fundraising climate

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	<ul style="list-style-type: none"> • Experience of database management. • Experience of data segmentation and analysis. • Excellent customer service skills • Experience of creating successful supporter journeys. • Experience of direct marketing • Knowledge of Legacy and In-Memory marketing. • Experience of managing complex supporter relationships. 	
<p>Personal skills and attributes</p>	<ul style="list-style-type: none"> • Impact focused and results driven • Persuasive and adaptable written and oral communication skills • Supporter focused with excellent customer service skills. • Able to manage a complex and demanding workload • Highly motivated and proactive. • Excellent planning and organisational skills. • Highly analytical with ability to translate constructive feedback into good practice. • Excellent presentation skills to all ranges and sizes of audiences • Proven ability to build influential relationships at all levels and transform these relationships into partnerships • Effective media spokesperson • Flexibility in terms of working hours and availability at evenings and weekends 	

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