

Job Description

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| Job Title: | Supporter Care Administrator | Department: | Fundraising |
| Reports to: | Supporter Care Manager | Salary: | Band 3 £16,055 - £20,615 per annum (according to skills and experience.) |
| Accountable to: | Supporter Care Manager | Hours: | 37.5 hours per week. Monday - Friday 9am - 5pm |
| Responsible for: | | Location: | Cedars site, Compton, Wolverhampton |

Main Purpose of Job

To provide excellent supporter care to existing, potential and previous supporters of Compton Care, in order to develop long lasting relationships and maximise income for the charity. To process donations from supporters; recording and acknowledging them as appropriate.

Main Responsibilities and Tasks

Supporter Care

- Provide the first point of contact for general fundraising enquiries via telephone, email, post and in person.
- Provide excellent customer service by ensuring the prompt, efficient and accurate processing of all communications from supporters by telephone, email, letter and in person.
- Promptly and accurately enter new data, including all communications, and amend existing data on the fundraising database following contact from supporters, and in line with the Compton Care's policies and procedures, in order to facilitate a comprehensive view of individual supporter relationships and ensure a clear audit trail of associated activity.
- Use agreed letter templates and produce bespoke responses using the fundraising database, Word and email.
- Handle difficult and distressed supporters in a sensitive and skilled manner, displaying empathy and establishing rapport whilst balancing the needs of Compton Care.
- To actively identify, log and escalate supporter complaints and feedback in order to contribute to improved supporter experience, increased engagement and campaign performance.
- To escalate enquiries and requests regarding partner organisations and other areas of the business to senior members of the team to coordinate through to resolution.
- To actively identify and share information regarding operational issues, in particular those impacting upon supporter experience, escalating to senior members of the team to resolve with colleagues and partner organisations.
- Provide insight and feedback to the wider fundraising team from communications with supporters.
- Keep up to date with activities and news from across Compton Care to ensure informed supporter communication.
- Provide support and advice to Supporter Care volunteers on Compton Care's processes and procedures, and provide training as required.

Processing Donations and Updating the Fundraising Database

- Maximize income for Compton Care through the prompt and efficient processing of donations and maintenance of the Fundraising database.

Compton Care, The Mill House, 5 Bridgnorth Road, Wolverhampton, WV6 8AA

t: 0300 323 0250 e: recruitment@comptoncare.org.uk w: www.comptoncare.org.uk

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- To process and thank appropriately incoming donations from supporters received at Compton Care.
- Liaise with line manager, other Fundraising teams and Finance to ensure correct coding is applied to donations to track the source of fundraising income.
- To set up new regular gifts, process regular gift amendments and cancellations and resolve regular giving exceptions, liaising with external agencies as necessary.
- Develop strong positive internal relationships for and on behalf of the team as well as with external agencies and suppliers.
- Ensure Gift Aid declarations are accurately captured and recorded on the fundraising database in a timely manner.
- Proactively contact supporters to capture missing/incomplete Gift Aid declarations and/or donation information.
- Keep good quality filing systems for all correspondence, including Gift Aid declarations, whether scanned or paper.
- To contribute to and maintain the written Supporter Services procedures.

Administrative Support

- Provide administrative support to the Fundraising team, including sorting of incoming post, monitoring of shared inboxes, monitoring progress of daily tasks, processing of postal donation batches, triaging of supporter contact to the correct colleagues and supporting on stationery monitoring and ordering.
- When required this role will also assist with reception duties at The Cedars providing high standards of customer service to visitors and ensuring their enquiries are answered and they are directed to the right department.

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

To give support, as agreed by line manager, to other income generation departments if resource and capacity allows.

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.

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- 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 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.

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Person Specification

| Requirements | Essential | Desirable |
|---|--|---|
| Education and Qualifications | <ul style="list-style-type: none"> Minimum of 5 GCSEs (including Maths and English) or equivalent. | |
| Experience, knowledge and skills | <ul style="list-style-type: none"> Proven experience of working in a customer services environment in the charity or commercial sector. Excellent customer service skills with the ability to show empathy, tact and diplomacy Strong administration skills and a high level of accuracy and attention to detail Experience of delivering high quality work with minimum supervision Ability to cope well under pressure and experience of working within a demanding environment Experience of communicating clearly, with the ability to adapt your communication style for different groups A flexible approach to managing and prioritising a high workload and multiple tasks Experience of working constructively and collaboratively with colleagues from different teams IT literate with good experience of MS Office and database systems as appropriate for the role | <ul style="list-style-type: none"> Knowledge of Donorflex Cash handling experience Knowledge of data protection laws and how this affects data processing. |
| Personal skills and attributes | <ul style="list-style-type: none"> Excellent communicator Ability to empathise and be sensitive in difficult circumstances Excellent organisational skills Willingness to learn and use initiative People oriented and a team player Able to work under pressure and to targets Enthusiastic and positive attitude Attention to detail | |

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| | <ul style="list-style-type: none">• Passionate about the work of Compton Care• Sense of humour• Good numeracy skills. | |
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