



## **JOB DESCRIPTION**

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|------------------------|--|
| <b>Role:</b>           | Supporter Care Administrator                           |
| <b>Reporting to:</b>   | Supporter Care and Data Lead                           |
| <b>Direct Reports:</b> | N/A  |
| <b>Liases with:</b>    | Individual Giving Team, Fundraising Team, Finance Team |
| <b>Permanent/Temp</b>  | Temporary 12-Month Contract                            |
| <b>Salary Scale:</b>   | Band 5, Pay Points 22-25 [£21,230 - £23,283]           |
| <b>Hours:</b>          | 35 hours per week                                      |
| <b>Location:</b>       | Head Office and Hybrid Working                         |
| <b>Date:</b>           | May 2024   |

Cancer Fund for Children's mission is to ensure that no child or young person across the island of Ireland has to face cancer alone. The charity has over 30 years' experience delivering support and services to children, teenagers and young adults living with cancer and their families.

Our aim is to connect, empower and strengthen children and young people and their families so they are better equipped to deal with the impact of cancer. We do this by providing emotional and social support in the family home, in communities across the island of Ireland, on the hospital ward and at our therapeutic short break centre.

We work with intelligence, purpose, enthusiasm, and energy.

## **Role Overview**

Our Supporter Care and Data Team are a dedicated group of professionals driven by a common purpose. We come together with diverse skills, backgrounds, and experiences, united in our commitment to deliver an excellent standard of supporter care and making a positive difference in the lives of children and families affected by cancer.

The post holder will be responsible for administering donations to Cancer Fund for Children within specified turnaround times and to provide an efficient donor care function, with the aim of maximising the lifetime value of the supporter. The post holder will join a team who are dedicated to building and sustaining meaningful relationships with our supporters, they will strive to provide exceptional supporter care by utilising accurate and reliable data, while adhering to best practice on data protection. They will be a key point of contact for all supporter-related inquiries, requests, and concerns. This role requires excellent interpersonal skills, attention to detail, and a passion for making a difference in the lives of others.

### **1. Main Duties:**

## **1.1 Supporter Care Administration**

- Accurately enter and process all donations (cash, credit/debit card, bank transfers, online giving, Direct Debits, Payroll Giving) on the CHAMP database ready for lodgement. This is to be completed expediently whilst ensuring the highest levels of accuracy, timely thanking and receipting of all donations.
- To ensure all activity is carried out in full compliance with Cancer Fund for Children financial policies.
- Liaise with the Finance Team to ensure all donations are correctly coded on CHAMP for Xero.
- To complete notes section on CHAMP to alert colleagues of required actions.
- To undertake Donor Care Outbound calls and record on CHAMP.
- To ensure that all donor concerns/feedback are dealt with efficiently and effectively.
- To take ownership of the role and to ensure any problems/issues are highlighted immediately to the Supporter Care and Data Lead and/or Individual Giving and Legacy Manager.
- To adhere to the Individual Giving team plan to retain and upgrade donors to increase their lifetime value to the organisation.

## **1.2 Direct Debits**

- Making welcome calls to new supporters and sending welcome packs in the post/online.
- Data entry/importing of Direct Debits.
- Ensure all Direct Debit mandates are received and entered onto the database and Access PaySuite platform in the required timeframe.
- Ensure cancellations and amendments are updated on both the database and Access PaySuite platform.

## **1.3 HMRC Gift Aid and Revenue Charitable Donation Scheme**

- To support the Supporter Care & Data Lead compile HMRC Gift Aid and Revenue Charitable Donation Scheme claims.
- Liaise with the Supporter Care & Data Lead and the Finance Team to ensure all claims are in line with HMRC and Revenue regulations.

## **1.4 Data Quality & Integrity**

- Database maintenance, regular cleansing and updating of donor records ensuring accurate and current information is available.
- To support the on-going development of CHAMP database to ensure it is sufficiently robust to meet the growing demands of the department.
- Adherence to GDPR compliance protocols to ensure the protection and lawful processing of personal data.

## **1.5 General**

- Telephone, reception, and general administrative duties, as required.
- Undertake specific project work as assigned by the Supporter Care and Data Lead and/or Individual Giving and Legacy Manager.
- To be available for ongoing professional development/training opportunities.
- To represent Cancer Fund for Children as directed by the Supporter Care and Data Lead and/or Individual Giving and Legacy Manager.

## Person Specification

| <u>Key Criteria</u>           | <u>Essential</u>  | <u>Desirable</u>  |
|-------------------------------|---|---|
| <b>Qualifications</b>         | <ul style="list-style-type: none"> <li>• A minimum of 5 GCSE's (or equivalent) at Grade C or above, of which two must be English &amp; Maths.</li> </ul> & <ul style="list-style-type: none"> <li>• At least two years of working in a busy Supporter Care / Customer Services Team.</li> </ul>   |   |
| <b>Experience / Knowledge</b> | <ul style="list-style-type: none"> <li>• Excellent and accurate data entry skills to ensure data integrity and quality on the fundraising database.</li> <li>• Technical ability including a high level of computer skills in a range of software packages including Microsoft Office, database systems and financial packages.</li> <li>• Experience of cash handling.</li> </ul>  | <ul style="list-style-type: none"> <li>• Experience of working within a charity.</li> <li>• Knowledge of the charity sector in Northern Ireland and ROI.</li> </ul> |
| <b>Competencies</b>           | <ul style="list-style-type: none"> <li>• Communication: excellent telephone, communication and interpersonal skills.</li> <li>• Accuracy: can ensure data integrity and quality in relation to the fundraising database.</li> <li>• Team-work: can liaise with colleagues through excellent team-player skills.</li> <li>• Adaptability: is able to work in different environments with a wide range of people and profiles.</li> <li>• Resilience: does not give up easily and is focused on the agreed outcome.</li> <li>• Efficiency and effectiveness: manage and prioritise multiple pieces of work, operate under pressure to deliver good results</li> </ul> | <ul style="list-style-type: none"> <li>• Knowledge of issues relating to children, young people and families dealing with cancer.</li> </ul>                        |

| <b><u>Key Criteria</u></b>      | <b><u>Essential</u></b>   | <b><u>Desirable</u></b>  |
|---------------------------------|---|--|
|                                 | <p>when faced with challenges.</p> <ul style="list-style-type: none"> <li>• Drive: committed to producing the very best outputs with an ability to persist in pursuing goals despite obstacles.</li> </ul>  |  |
| <b><i>Job Circumstances</i></b> | <ul style="list-style-type: none"> <li>• Ability to travel as required.</li> <li>• Ability to travel independently – Cancer Fund for Children defines this as being a car driver and a holder of driving licence, or having access to a form of transport which will permit the applicant to meet the demands of the role.</li> <li>• Commitment to the aims and objectives of Cancer Fund for Children.</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to work flexible hours including evenings and weekends, if required.</li> </ul> |

This job information is not intended to be either restrictive or definitive. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provide.

***NB: The organisation reserves the right to enhance the above criteria to facilitate short-listing.***