

# CUSTOMER CARE CO-ORDINATOR

22.5 HOURS PER WEEK

£21,977.85 FTE

AN AMAZING  
OPPORTUNITY TO JOIN  
OUR TEAM

A FAMILY OF SERVICES



# WHY JOIN OUR TEAM

Meet some of our team, who share what they love about their role:



"There's no time to be bored and no 2 days are ever the same, you could be taking a call one minute to sign-up a new player to our weekly lottery and next minute taking an 'in memory' donation. In between there's always something that needs doing to keep you busy."

-- ALISON

"It's wonderful to work with a team that puts the supporter at the heart of everything we do. This could be whilst taking a donation over the phone, helping to register a supporter to take part in one of our events, or perhaps taking the time to hand-write a personal thank you card. If it matters to the supporter, then it matters to us."

-- JACQUI



"I love the variety in my role; from getting stuck into a nice big spreadsheet to taking a phone call from a supporter and helping them to make a donation to a cause that is really important to them. It's those personal moments where you get to make a difference to someone's day that make this job really special. "

-- KATH





# THE ROLE

We are an organisation growing rapidly in response to the needs of our community locally, regionally and nationally. If you thrive on working in a busy office, have great administrative skills and are comfortable talking to supporters then we have a fantastic opportunity for someone to join our Supporter Care Team.

You'll be the first point of contact for supporter enquiries by managing the supporter inbox and phone line. You will use your exceptional attention to detail to process donations, send a personalised thank you and keep our supporter database up to date.

The role requires a caring, compassionate and professional individual who puts the supporter at the heart of everything they do, ensuring that they feel appreciated and know the difference that they are making to patients, clients and families.

## JOB DESCRIPTION

### Key tasks

#### Database Processing:

1. To accurately input or import and reconcile fundraising donations and accompanying communications from a range of sources onto the databases, meeting the requirements of data protection and fundraising regulations.
2. Keep the database up to date with supporter preferences, change of addresses etc; ensuring we are GDPR compliant at all times.
3. To receive information concerning new or updated direct debits or standing orders for sustainable income streams and ensure that they are setup correctly and all details recorded on the database.
4. To send out Gift Aid declarations to donors as necessary and receive completed forms for recording on the database to enable the completion of regular Gift Aid Claims.
5. To support the operation of the weekly lottery draw, ensuring that income is accurately recorded and generating post draw reports.



### *Thanking and stewardship:*

1. To be the main point of contact for all enquiries to the Community Relationships Team through all communication channels, taking responsibility for answering them promptly and sensitively providing accurate and appropriate information or directing where necessary.
2. Send personalised thank you letters, emails and updates to supporters, ensuring that they know how their support makes a difference.
3. To receive and resolve all enquiries from supporters concerning donations and income within agreed timescales following up issues raised and issuing any refunds as necessary.

### *Other responsibilities:*

1. To support the systems and procedures for the deployment and retrieval of collection boxes, ensuring that all income is dealt with according to procedures, thank you letters issued promptly and provision of rotas for volunteer collectors.
2. As part of the Supporter Care Team provide information and support to colleagues in the Community Relationships Team or Finance Team regarding income, campaigns, event registrations, information for audits producing reports or checking records as required.
3. To support and coordinate the contribution of volunteers to the Supporter Care Team.
4. To ensure that all activities, recording, and data management meet the requirements of the legal and regulatory frameworks such as GDPR, Fundraising Regulations, Charities Act, and appropriate preference services.
5. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.

You will live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.

To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity and diversity and collective responsibility.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

### *Terms and Conditions*

Line managed by:	Supporter Care Manager
Line management responsibility:	No line management responsibility
Hours:	22.5 hours per week
Salary:	£21,977.85 Full Time Equivalent
Location	North Yorkshire Hospice Care Premises



# PERSON SPECIFICATION

## *Essential Education and Qualifications*

- Good General Education

## *Essential Experience*

- Experience of using databases and administrative processes
- Experience of providing high standards of customer service

## *Essential Knowledge Skill*

- Good understanding of supporter relationships to maximise retention of existing supporters and grow a long-term supporter base
- Excellent IT including use of Microsoft Office (word and excel) and databases
- Numerate and confident in dealing with figures and information
- Able to analyse different types of information and take relevant action where necessary
- Excellent Communication skills both written and verbal
- Excellent and confident telephone manner
- Excellent skills in providing customer service
- Excellent interpersonal skills
- Excellent organisational skills
- Strong problem-solving skills
- Confident in dealing with and resolving queries or complaints
- Ability to prioritise workload and work to strict deadlines
- Understanding of working with volunteers

## *Essential Attributes*

- Ability to work with high degree of accuracy and attention to detail
- Ability to work well under pressure and with a varied workload
- Able to work on own initiative
- Good collaborative working skills
- Able to deal sensitively with enquiries and contacts from the public and relatives
- Flexible attitude to work
- Willingness to get involved with fundraising and maximise fundraising opportunities.
- Demonstrate a commitment to NYHC's aims and objectives through its core values and behaviours
- Promote and sustain a responsible attitude towards data protection, confidentiality, diversity and inclusion within North Yorkshire Hospice Care.



# WHAT YOU COULD BE WORKING ON



## INPUTTING AND RECONCILING FUNDRAISING DONATIONS

Be it a a bake sale, running a marathon or giving in memory of a loved one, our supporters are busy raising funds. Working closely with finance and fundraising you'll ensure donations from multiple channels are processed accurately onto our CRM.



## MAKING SOMEONE A LUCKY WINNER EVERY WEEK



You could be the one to run our lottery draw every Wednesday. You'll ensure that all lottery income has been processed, then you'll press the button and make one of our loyal supporters very happy. After the draw you will work with finance to send cheques to all of our winners and create reports that help us to comply with gambling regulations.





## HELPING TO PUT THE SUPPORTER AT THE HEART OF FUNDRAISING CAMPAIGNS

Working with fundraising colleagues in our Community Relationships Team, you'll help to capture supporter data and steward supporters on their fundraising journey. You'll input supporter's income onto our CRM, be there to respond to their queries and ensure they are thanked appropriately.



### ... PLUS MUCH MORE AS PART OF AN EXCITING AND VARIED ROLE

We're a team which works right across the breadth of the Community Relationships Team. No day is the same as part of our busy but rewarding role.

## KEY INFO

- Hours: 22.5 hours per week
- Salary: £21,977.85 Full Time Equivalent
- Location: Harrogate
- Closing date: Sunday 30th April 2023. Face-to-face interviews will take place in Harrogate following this for the right candidates.
- You are advised to submit your application as soon as possible as we reserve the right to close posts at any time, once we have received sufficient applications.
- For an informal chat about this role please call 01423 878 628 to speak to Jacqui Havercroft or email [jhavercroft@saintmichaelshospice.org](mailto:jhavercroft@saintmichaelshospice.org)