

Supporter care executive

Directorate

Fundraising, communications and engagement

Team

Supporter care and compliance

Reporting manager

Supporter care manager

Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

Overview of the directorate

The fundraising, communications, and engagement directorate at Breast Cancer Now is responsible for communicating, engaging, and fundraising to our key audiences across a range of channels; from people living with or beyond breast cancer and their loved ones, to supporters, corporate partners, policy makers and healthcare professionals. We create and deliver high-quality, engaging information and communications about breast cancer, the impact our work has and ways to engage with Breast Cancer Now. We're led by the voices of people affected by breast cancer and involve them and champion their views and needs across a range of communications and platforms.

We're working hard to build our brand to build awareness, trust, loyalty, passion, and affinity with people affected by breast cancer and to be here for everyone who needs us.

We're responsible for delivering c£40 million gross income annually through our fundraising. We fundraise through a broad portfolio of fundraising products, partnerships, and relationships, all with the aim of delivering sustainable income and

valued relationships for supporters and for Breast Cancer Now for the long term. We work collaboratively across the charity to develop fundraising which shows the impact our supporters have and the change we want to see in breast cancer.

All our work, and our focus is to be here for anyone affected by breast cancer, with support for today and hope for the future.

Our directorate includes teams across:

- brand, marketing, and communications
- digital
- press, PR and celebrity
- individual engagement and supporter operations (incl. supporter experience)
- community and events
- corporate partnerships
- philanthropy and special events.

Job purpose

This is a vital role which operates at the heart of Breast Cancer Now's Fundraising and Marketing Department and liaises with all parts of the charity. The role is highly administrative but is centred on caring for our supporters.

The varied responsibilities include:

- processing, analysis and categorisation of fundraising income
- writing letters of thanks to supporters in a thoughtful and personalised way
- dealing with telephone or email enquiries and donations on a daily basis
- resolving complaints
- project work related to improving processes and procedures across the department
- providing help and support to the Department in respect of income related and supporter queries.

The post holder will be supported through a phased training plan over the first 6 months.

Key tasks and duties

Supporter enquiries/complaints

- Support ad hoc queries from colleagues in the fundraising and finance departments (for example to trace a payment or advise of income received).
- Provide help and support to department planning processes for new types of activities and payments.
- Address ad hoc supporter queries in writing or by telephone including the handling of complaints showing empathy and professionalism.
- Take telephone donations and direct debit instructions accurately.
- Ensure the fundraising database is updated at all times.

- Maintaining and helping to improve supporter care team processes and procedures.
- Maintain working documentation and filing systems etc.

Income processing

- Accurately record supporter details for each gift, updating existing records or creating new records as appropriate onto our database/CRM system.
- Analyse each gift, identifying the source and type of income and categorising it on the system accordingly - investigating it with the help of others where necessary so that financial records accurately reflect income received.
- Using data securely and with best practice data protection principles in line with GDPR

Thanking supporters

- To thank each gift in line with Breast Cancer Now thanking process, ensuring that the acknowledgment is personalised appropriately and exceeding supporter expectations.
- Contact supporters as appropriate to further understand the nature of a donation or funds raised, and ensure that the acknowledgment will recognise the effort put in by the supporter so that they feel appreciated and valued.
- Confident in dealing with supporters over the telephone to offer excellent customer service and have a proactive approach to dealing with issues.

Project work

- Take on short term assignments from the team plan to revise procedures, co-ordinate reviews of working processes, and contribute towards other team members' projects.
- Challenge the way of working and have ideas for improvements to processes.
- Be involved in department or organisation project teams or working groups where appropriate.

General

- Adhere to all Breast Cancer Now's policies and procedures.
- Any other duties within the scope and remit of the role, as agreed with your manager.

Person specification

Qualifications and experience

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Demonstrable experience of working in a busy, fast paced supporter care or customer service team	x	x
Experience of working with a CRM database	x	
Experience managing complaints in an empathetic and professional manner	x	x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Experience of using Blackbaud CRM	x	
Experience of working withing a fundraising environment	x	

Skills and attributes

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Good time management skills, with the ability to prioritise your workload and manage conflicting demands	x	x
Excellent interpersonal skills with experience of inspiring and interacting with supporters	x	x
Excellent written and verbal communication skills, with the ability to communicate with a wide range of supporters demonstrating sensitivity towards their personal circumstances	x	x
Logical and thoughtful, with good problem-solving skills		x
Ability to adapt and take a flexible approach		x
Flexible, enthusiastic and able to use own initiative when appropriate		x
Good attention to detail and accuracy	x	x

It's **desirable** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Project management skills	x	

Knowledge

It's **essential** for you to have the following:

	Method of assessment	
	Shortlist	Interview
Excellent knowledge and understanding of the importance of supporter care in a fundraising environment	x	
Good knowledge of fundraising and marketing regulations including Fundraising Regulator, Code of Conduct, General Data Protection Regulation, PCI DSS and Privacy And Electronic Communications Regulations	x	

Role information

Key internal working relationships

You'll work closely with the following:

- Other fundraising teams
- Database team
- IT and finance teams
- Communication and engagement teams
- Research and policy teams
- Services teams

Key external working relationships

You'll work closely with the following:

- Supporters, potential supporters
- External suppliers such as response handling for other teams
- Third party donation platforms as required

General information

Role location and our hybrid working model	<p>This role is based in our London office. However, our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in 6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)</p>
Induction	<p>It's important you have a positive induction experience and therefore, you'll be asked to consider coming into the office more frequently during your initial period of employment. This will enable you to get to know your manager and team colleagues quicker. This also allows you induction process to be meaningful and comprehensive, allowing for support to be provided more readily. Thereafter you will be able to follow the hybrid working model as described above.</p>
Hours of work	<p>35 per week, Monday to Friday</p>
Contract type	<p>Permanent</p>
Medical research	<p>We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives.</p>
Conflict of interests	<p>You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken.</p>
Immigration, Asylum and Nationality Act 2006	<p>You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK.</p>
Our commitment to equity, diversity and inclusion	<p>We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support.</p>

How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.

Job description dated January 2025

Find out more about us at
breastcancer.org

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CANCER
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support charity