

## Job Description

### The merged charity

Breast Cancer Care and Breast Cancer Now have united to create one charity for everyone affected by breast cancer. From April 2019, we'll be the UK's first comprehensive breast cancer charity. From research to care, our new charity will have people affected by breast cancer at its heart — providing support for today and hope for the future. United, we'll have the ability to carry out even more world-class research, provide even more life-changing support and campaign even more effectively for better services and care.

Together, we believe that, by 2050 everyone who develops breast cancer will live and receive the support they need to live well now.

<b>Job title</b>	Senior Supporter Care Manager
<b>Directorate</b>	Fundraising and Partnerships
<b>Team</b>	Individual Giving & Supporter Operations
<b>Job title of reporting manager</b>	Assistant Director, Individual Giving and Supporter Operations
<b>Job title(s) of direct reports</b>	1 Supporter Care Manager, 1 Supporter Processes Manager, 1 Fundraising Compliance Lead
<b>Document created (Month and Year)</b>	June 2019

### Overview of directorate

The Fundraising and Partnerships directorate is responsible for engaging new and existing supporters and building relationships with them to enable us to provide the growing income the charity needs to deliver its vision. We look to develop long term, holistic relationships with supporters, maximising all the ways they can help – giving or raising money, volunteering, campaigning or helping share awareness messages.

This is an exciting time to join the charity. We fund the brightest minds to discover how to prevent breast cancer, how to detect it earlier and how to treat it effectively at every stage. With over 55,000 women and around 350 men being diagnosed each year with breast cancer and over 11,500 women dying from the disease, we urgently need to raise more money to save lives.

## **Job purpose**

The Senior Supporter Care Manager is responsible for ensuring an excellent experience for anyone who supports us while ensuring all activity is fully compliant.

This role will have a dual focus. In Supporter Care and Processes work, the aim is to ensure excellent supporter care to fundraising audiences, but the scope of this part of the role and range of supporters responded to will be across all our audiences. For Compliance, the role manages the Fundraising Compliance Lead who works to ensure all our fundraising is compliant.

The successful candidate will manage operations delivered both in-house and through external agencies, creating and sustaining systems and processes to ensure that supporters receive the highest standard of response handling. This role also involves leading and supporting a multi-functional team

## **Key tasks and duties**

- Manage the charity's response handling of fundraising work, covering supporter enquiries including mail, telephone, email, social media, web forms, etc. Through these interactions, support and promote long term relationships to make our supporters feel valued and illustrating the impact of their support.
- Support the Fundraising Compliance Lead to set and embed clear compliance policies, guidelines and procedures to cover all fundraising activity. Act as a point of escalation for key compliance risks and act to highlight and work to prevent any serious compliance issues.
- Effectively manage the performance and personal development of the team, to make sure they are offering excellent supporter care in all inbound and outbound responses and reflecting Breast Cancer Care and Breast Cancer Now's organisational values and behaviours.
- Work with the Supporter Processes Manager to improve and evolve Supporter Care processes across all areas, including donation processing, thanking and fulfilment. Ensure that these processes are fully documented and understood within the team and train the wider department on areas of relevance to them.
- Play a lead role in driving process improvement across the organisation to ensure our processes are effective and efficient.
- Ensure processes are in place to effectively monitor and manage performance of fulfilment agencies. Review and set SLAs and KPIs, suggesting and implementing improvements and efficiencies.
- Work with the Fundraising Compliance Lead to provide management information on complaints and compliance monitoring and highlight priorities to resolve.
- Work with the Database, Finance and all Fundraising teams to ensure all donations are correctly attributed and thanked appropriately and that reconciliation of income between the systems is as efficient as possible.
- To keep up to speed with all legal, regulatory and best practice requirements and ensure

these are accurately reflected in the charity's compliance processes and guidance.

- Work with other fundraising teams to manage stock fulfilment and tendering processes in order to deliver to agreed budgets and identify cost savings where appropriate.
- Coordinate and evolve the charity's complaints procedure,
- Work with the Database Team to maximise the quality and integrity of supporter data in the fundraising database.
- Keep up to date with best practice in the field of supporter care, developing good working relationships with peers in the sector, monitoring external development and ensuring that the supporter care strategy adapts to change as needed.
- Maintain up-to-date knowledge of the legislation, regulations and best-practice guidance related to fundraising, marketing and data protection.
- Be an ambassador at events, supporting the delivery of Breast Cancer Now's vision and ensuring that the charity's profile and reputation are enhanced.
- To undertake any other duties as requested by the Assistant Director, Individual Giving and Supporter Operations.

## Person Specification

### Qualifications and Experience

It is **essential** for you to have the following qualifications and experience:

- Substantial experience of managing supporter or customer engagement operations
- managing working knowledge compliance in a high volume fundraising environment
- Successful track record in managing a team that delivers high quality, high volume customer/supporter engagement
- Experience in evolving and developing Supporter Care processes and procedures
- Experience of developing and delivering on Services Levels Agreements and KPI's
- Experience of project managing complex, multi-faceted, cross-organisational projects
- An understanding of the Fundraising regulatory environment
- Knowledge and experience of supporter or customer management databases, systems and IT
- Experience of managing an external agency/s
- Experience of managing income processing and fulfilment

It is **desirable** for you to have the following qualifications and experience:

- Experience of working with Raisers Edge.
- Detailed experience of building response handling processes focused on providing the best experience for the supporter.
- Experience of managing compliance staff to deliver delegated compliance support.
- Experience and understanding of fundraising supporter relationship management and how to apply this to response handling.

### **Skills and Attributes**

It is **essential** for you to have the following skills and attributes:

- Excellent interpersonal and communication skills
- An strong eye for detail
- Very good time management skills to effectively prioritise and organise own workload as well as that of others, delegating effectively across a range of areas and ensuring achievement of targets within a fast paced and changing environment with tight deadlines
- Exceptional problem solving skills, particularly from a compliance side, with the ability to weigh up competing organisational needs
- Leadership skills, including staff development, coaching and performance management
- Ability to communicate clearly with colleagues at all levels
- Expert complaint handling skills, understanding how to deal with all levels of complaints and to personally manage the most serious
- Effectively manage external agencies and suppliers, monitoring their outputs against key performance indicators
- A demonstrable commitment to and understanding of best practice in response handling
- Excellent relationship management attributes, with demonstrable experience of building strong and effective relationships with donors, trustees, directors and staff at all levels
- The ability to be flexible, diplomatic, assertive with good negotiating abilities
- A high level of drive and ambition, both personally and for the organisation and a commitment to professional development
- The confidence to take initiative and challenge existing practice
- An approach that is flexible, innovative and responsive
- Proven competence in leading and developing others

It is **desirable** for you to have the following skills and attributes:

- Substantial project management skills

## Role Information

### Key internal working relationships

You will work closely with the following:

- Colleagues within the Fundraising Directorate
- Colleagues within Corporate Services, Policy & Campaigns, Communications directorates

### Key external working relationships

You will work closely with the following:

- Partners and suppliers (such as fulfilment suppliers – Valldata, Rapidata, Royal Mail, DST, Starvale)
- Supporters and networks across the charity sector

### General information

<b>Number of posts in the directorate</b>	160
<b>Number of posts in the team</b>	11
<b>Location of role</b>	Ibex House, 42-47 Minories, London EC3N 1DY
<b>Hours of work</b>	35 per week, Monday to Friday
<b>Contract type</b>	Permanent
<b>Medical research</b>	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 are no alternatives.
<b>Conflict of interests</b>	You will be obliged to devote your full attention and ability to your paid duties. You should not 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.
<b>Immigration, Asylum and Nationality Act 2006</b>	You should not have any restrictions on your eligibility to indefinitely work or reside in the UK.