

SAINT FRANCIS HOSPICE

JOB DESCRIPTION



JOB TITLE	Supporter Care Officer
GRADE	4
HOURS OF DUTY	37.5 hours per week
REPORTS TO	Supporter Care & Database Manager
KEY RELATIONSHIPS	Supporter Relations Team Wider Income Generation team Hospice Supporters and service users Hospice Clinical Teams
RESPONSIBLE FOR	This role does not have line management responsibility

JOB SUMMARY

Supporters are at the heart of everything we do and delivering a first-class experience is central to the effective stewardship of our donors and potential donors.

The role will be crucial in ensuring this take place, using a natural ability to engage with people on the phone or in person. Will also require previous experience within a customer services / administrative role and the ability to be friendly, compassionate and self-motivated.

This will involve the overseeing of the fundraising Hub and being the first point of contact for potential supporters visiting the hospice as well as administrative duties such as thanking supporters and responding to enquiries

MAIN DUTIES AND RESPONSIBILITIES

Core Responsibilities

- Deliver Outstanding supporter care to new and existing supporters via multiple channels of communication
- Responsible for the day to day running of the Fundraising Hub
- Processing and sending thank you communications to supporters
- Provide fulfilment support where required to wider fundraising team

Specific Responsibilities

- Responsible for processing large quantities of personal and financial information
- Receive and process donations from visitors to the Hub
- Accurately enter, input and record information within CRM system

- Respond to all inbound enquiries in a prompt, efficient and helpful manner
- Carry out all outbound correspondence in a prompt and helpful manner
- Contribute to the on-going improvement of administrative procedures

Communication

- Communicate internally with wider fundraising team, providing administrative assistance where necessary
- Maintain effective relationships with wider hospice teams and identify opportunities for collaborative working and potential income
- Understand supporter motivations, displaying empathy and understanding

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

Supporter Care Officer

E = ESSENTIAL	D = DESIRABLE
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning	
Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone. Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued. Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more. Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us. Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.	E
Qualifications & Training	
<input type="checkbox"/> Advance Diploma or foundation degree, or equivalent experience	E
Skills/Abilities/Knowledge	
<input type="checkbox"/> Strong communication skills	E
<input type="checkbox"/> Emotional intelligence and interpersonal skills	E
<input type="checkbox"/> Experience of using CRM	E
<input type="checkbox"/> Ability to deal professionally and empathetically with people who have used hospice services and provide them with approved information where necessary	E
<input type="checkbox"/> Strong understanding of data protection and GDPR principles	E
<input type="checkbox"/> Excellent planning, administrative, organisational and time management skills to deliver results	E
<input type="checkbox"/> Excellent written and verbal communication skills	E
<input type="checkbox"/> Excellent organisational skills, with ability to plan and manage duties	E
<input type="checkbox"/> Communicates effectively and calmly in difficult situations	E

❑ Demonstrable understanding of excellent supporter care and how a positive supporter experience leads to income growth		D
Experience		
❑ Communicating with supporters who are experiencing grief	E	
❑ Experience of working in busy customer facing environment	E	
❑ Working collaboratively with a wide range of different stakeholders	E	
❑ Experience of handling challenging and complex queries/complaints, remaining professional and acting in line with appropriate policies and procedures.		
❑ Creating and maintaining accurate data	E	
❑ Willingness to work flexibly	E	
❑ Experience of managing difficult calls from supporters as the first point of escalation		
❑ Ability to work as part of a team and motivate others	E	
❑ Experience in delivering training and offering support to individuals and small groups		
❑ Ability to be tactful and diplomatic	E	
❑ Experience working with bereaved individuals and families		D
❑ Experience of similar role within the charity sector		D