



JOB DESCRIPTION

Post:	Supporter Care Assistant
Reports to:	Supporter Experience Manager
Band:	4
Location:	Based at Scottish SPCA HQ in Dunfermline
Hours:	Full time (35 hours)

Purpose of the Role:

As the charity's first point of contact for many supporters the Supporter Care Assistant will play a vital role in ensuring that the fundraising team delivers a 'gold standard' supporter experience to all donors and members.

The role will require you to be able to communicate effectively with supporters, conveying a sense of warmth and professionalism which gives donors confidence in their support of the charity.

The role will work closely with the Stewardship Assistant and relevant teams to plan and operationalise supporter journeys and stewardship plans.

The Supporter Care Assistant will be responsible for providing administrative and stewardship support to individuals and organisation undertaking fundraising events, challenges and DIY activities. They will steward volunteer fundraisers and event participants, ensuring a high-quality supporter experience. This role will directly contribute to achieving income targets.

This role will be responsible for ensuring that all donations are recorded accurately, and efficiently, in a timely manner. They will also ensure that supporters are thanked appropriately, and in line with agreed stewardship plans.

Key Responsibilities:

- Provide excellent customer service and act as the first point of contact for anyone wishing to engage with Scottish SPCA fundraising, building strong relationships with supporters
- Handle and respond to incoming queries and correspondence from Scottish SPCA supporters and provide Monday-Friday cover for the fundraising phoneline, membership, and other fundraising operations in boxes and post, triaging and forwarding correspondence to the appropriate college

- Record fundraising income on the Beacon fundraising database
- Process payments, manage regular donations and reconcile income as directed by the Database Manager
- Adhere to all fundraising finance procedures, contributing to their continuous improvement where necessary
- Maintain accurate and up to date records and accept responsibility for the safe and secure handling and storage of confidential information, and in accordance with GDPR and the Scottish SPCA's own data protection policies
- Ensure all gifts are thanked promptly and appropriately as instructed by fundraising teams or as agreed in stewardship plans
- Provide operational and administrative support to fundraising teams as required e.g. sending out letters, materials or equipment as requested
- Assisting with maintenance of database standards and procedures and supporting the training of fundraising colleagues
- Control stock and manage the fulfilment of fundraising materials
- Responsible for managing online fundraising and third-party platforms.
- Ensure good fundraising practice is followed in relation to the Chartered Institute of Fundraising and Code of Fundraising Practice
- Support any other fundraising and related duties as required
- Model the Society's values: committed, compassionate, professional, expert, collaborative and adaptable in the workplace at all times

PERSON SPECIFICATION Supporter Care Assistant

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience in a comparable role • Experience of data administration • Advanced level of computer literacy, including MS Office, Word, Excel and other databases • Knowledge of fundraising best practice • Experience in a fundraising or customer facing role • Experience of developing relationships with the general public, particularly donors and volunteers • Experience of using digital platforms • Experience of organising and supporting events, talks or presentations 	<ul style="list-style-type: none"> • Experience using a database • Experience working with volunteers • Experience creating effective processes to streamline fundraising

<p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Excellent communication skills (verbal and written). • Strong digital skills. • Excellent organisational and administrative skills. • Attention to detail with Ability to work to deadlines while managing a wide and varied workload using strong organisational skills • Strong customer service and relationship management skills • Ability to network and create good working relationships with people and organisations at all levels • Ability to work with team colleagues in a manner consistent with the values of the charity and highest levels of empathy 	<ul style="list-style-type: none"> • Knowledge (or willingness to develop) of animal welfare
<p>Values</p>	<ul style="list-style-type: none"> • A team player • Caring, compassionate, friendly and positive • A professional attitude • A hands-on approach • A creative and constructive approach to challenges and opportunities 	<ul style="list-style-type: none"> • A strong interest and commitment to animal welfare
<p>Other</p>	<ul style="list-style-type: none"> • Willingness to work very occasional weekends, evenings and public holidays as required 	