



Join our team!

Supporter Care Executive



Glasgow
Children's
Hospital
Charity



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Charity**

Job Description: Supporter Care Executive

Reporting to
Office Manager

Salary
£23-26,000 depending on
experience

Hours
Full time, 35 hours per week

Holidays
25 days plus 10 bank holidays

Location
Paisley (occasionally other
locations in Glasgow)

The role of the Supporter Care Executive includes donation processing, data entry, donor care fulfilment and administration, answering enquiries to Glasgow Children's Hospital Charity by email, telephone and in person.

Key to the role is to identify and develop opportunities for our supporters and to realise the long-term value of potential supporters, new supporters and activity participants by ensuring they are sign-posted and informed of the many ways in which they can support our Charity.

This role requires a flexible and autonomous approach, which will see you support the collective efforts of the Charity to maximise the impact on the children, families and NHS staff that we support.

Key Responsibilities

Administration

- To answer donor enquiries by email, telephone and in person, in a professional and courteous manner, providing any information required with enthusiasm and kindness and passing to the relevant member of staff when necessary;
- Creation of fundraising actions and signposting to other departments, within agreed turnaround times
- Accepting donations by mail, telephone and in person including representing Glasgow Children's Hospital Charity at internal cheque presentations;
- Data entry of donations in line with auditable processes
- Thanking our donors within the target turnaround times
- To efficiently bank donations including cash, cheques, bulk coin, and credit/debit card donations within the target turnaround times, ensuring it is carried out with adherence to established financial systems
- Creation and issuance of invoices as requested by the wider team
- Taking care of our donors' details, ensuring records are updated when necessary, on the Raiser's Edge database, and in full compliance with data protection regulations;
- To keep abreast of evolving methods of donating to charity, for example online giving platforms, contactless donating points and with the support of the Office Manager implement processes to ensure that the charity remains current in these methods;
- To assist with other administration tasks as deemed necessary by the Head of Operations and the Office Manager

Key Responsibilities

Supporter Care

- To provide an excellent level of care to all donors;
- To provide support and maximise the use of office-based volunteers;
- To support with the implementation of supporter journeys and engagement events;
- To support the overall efforts of the Charity to raise money by cultivating new donors, increasing the amount raised by existing donors, or reactivating lapsed donors;
- To maximise fundraising income by identifying key participants, building relationships and encouraging future fundraising;
- To ensure any indirect contact made with the charity via online portals is identified and engaged within 3-5 working days;
- To discover and share the stories of supporters with the Marketing and Fundraising Team;
- To work with other departments in our efforts to raise money, particularly to be flexible during high volume campaigns and seasonally busy times;
- To provide fundraising support and advice across all platforms (individuals, communities and corporates);
- To maintain storage and logging in/out for key fundraising materials and equipment;
- To assist in the provision of and maintain the stock level of office supplies.

Additional Responsibilities

- To be committed and adhere to Glasgow Children's Hospital Charity's vision, mission and values.
- To actively consider professional development and determine training needs.
- To maintain and develop good working relationships with colleagues, NHS staff and volunteers working with Glasgow Children's Hospital Charity.
- To provide cover if required to our other sites (Buchanan Galleries Shop, Fundraising Hub at the Hospital) and for any external activities carried out by the charity.
- To attend events and activities, and represent the Charity, many of which may take place in the evening or at weekends
- Any other relevant duties as may be required by the SMT.





Person specification

Who we're looking for

Essential Criteria

- Proficient in the use of databases in the context of importing, input and query build
- Excellent and proven administrative skills in a similar role. Minimum of 1 years' experience
- UK driving license
- Experience in following auditable income processing procedures
- Knowledge and experience of the implementation of Data Protection Compliance in a professional environment
- Proficient IT skills (full Microsoft Office Suite – Word, Excel, PowerPoint, Email, Internet)
- Experience of processing different payment methods including online donations; credit and debit card transactions and direct debit payments
- A Disclosure Scotland check will be carried out under the Protection of Vulnerable Groups (PVG) Scheme – it is therefore essential that any criminal convictions are disclosed
- Excellent and proven communication skills (telephone, written and face-to-face) in a similar role. Minimum of 1 years' experience

Desirable criteria

- Relevant further education qualification in Administration
- Experience of working in the Charity Sector
- Familiarity of the work of Glasgow Children's Hospital Charity
- Experience in bulk coin banking preparation
- Experience of using the Raiser's Edge Database.
- Access to your own vehicle



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Benefits

Working with us

We care about our team and have a range of financial and work-life benefits that make Glasgow Children's Hospital Charity a great place to work, including:

- Benchmarked, competitive salary
- 5% employer pension contribution
- Blue Light Card discounts
- Flexible working policy
- Enhanced maternity pay (after 2 years)
- Employee Health Plan including counselling support, personal accident cover, financial support for optical, dental and chiropody treatments and Bike 2 Work scheme
- 10 public/ bank holidays each year
- A bonus day off on your birthday
- Time off in lieu (TOIL) for additional hours worked at events and out-of-hours support
- Continued professional development including training, membership of professional bodies and progression opportunities