



# Clatterbridge

## Cancer Charity

### Job Title

Supporter Care Assistant

### Location

Clatterbridge Cancer Centre - Liverpool, L7 8YA (with possible travel to our office at Clatterbridge Cancer Centre Wirral as required)  
Office based – 9am – 5pm

### Reporting to

Data and Supporter Care Manager

### About the role

This role supports our fundraisers and ensures the smooth daily running of the Charity. Responsibilities include managing supporter relationships, recording donor information, handling queries, and processing and banking income on our donor database to maintain accurate, timely records.

The post is suited to someone highly organised, detail-focused, compassionate, and an effective communicator.

### Key responsibilities

#### Supporter Care

- To provide friendly, efficient and professional reception service for visitors to the fundraising office - provide the first point of contact for enquiries and information regarding the charity to staff, the public and supporters
- To input data and income on donor database.
- Maintaining office systems, including data management, scanning and storing documents
- Dealing with incoming and outgoing email and post
- To develop and maintain administration procedures within the fundraising department
- Processing and thanking donations from a variety of different sources through our donor database
- Undertake correspondence with supporters and reply to requests and donations in a timely and efficient manner
- Producing reports from the data management system
- Ensuring supporter information is up to date on donor database
- Liaising with fundraising team members to ensure our donors receive information or resources they need
- Maximising and recording Gift Aid income
- To maintain an accurate and up to date system for distribution and monitoring of collecting tins/buckets
- To develop and maintain processes and procedures to streamline the work of the Charity, maximising the use of the database

- Being first point of contact for telephone enquiries, to answer calls in agreed manner & relay accurate telephone messages, dealing with callers promptly and confidentially
- To provide excellent customer service on telephone and face to face
- To develop and maintain relationships with staff and supporters
- Assist the Charity Team by preparing information packs in response to enquiries from the public
- Assisting and supporting the Charity Team at events
- Provide support in the planning and preparation of fundraising events.
- To comply with the Chartered Institute of Fundraising's Codes of Practice
- Recording donated goods and Gifts in Kind

#### **Retail**

- Monitoring and recording stock levels
- Visual merchandising to ensure products are displayed to engage and attract the customer
- Utilising merchandise sales to inform customers of other ways to support the Charity

#### **Clerical Finance Assistance**

- Raising income invoices
- Obtaining approvals for purchase invoices
- Fortnightly banking at CCCL and CCCW and preparation of relevant banking paperwork
- The post holder will regularly handle and process cash and cheques

### **Cross Team Working**

- Proactively support a culture of collaborative working. Contribute to a strong team ethic within the team, supporting colleagues to work across other income disciplines for the wider benefit of the Charity and to support continued professional development.
- Liaising with the rest of the team to ensure correct income recording and reporting
- Working closely with the Marketing & PR Manager, Digital Fundraising Manager and the wider team to uphold Charity key messages, brand and tone of voice.
- Utilise opportunities to promote all income streams to supporters

### **Insight and Analysis**

- Utilise Donor Database to provide information on income as requested
- Work with the Data & Supporter Care Manager to ensure collection, storage and use of supporter data is accurate and compliant with data protection legislation

### **Diversity and Inclusion**

- Ensure equality, diversity and inclusion are considered in all aspects of your work.
- Ensure all communications are made with the needs and voices of local people with cancer in mind

### **Good Practice**

- Represent Clatterbridge Cancer Charity at internal and external events where required.
- Be a great advocate for the Charity and local people with cancer.

- Work in line with the Charity's values, maintaining the reputation of the Charity.
- Ensure compliance with Charity policies, Fundraising Regulator guidance and relevant legislation.
- Develop effective relationships, both internally (Charity and CCC) and externally, that will help maximise success and create new opportunities for growth.
- Ensure safe handling of donations, including those made in cash, as and when required
- Take responsibility for, and prioritise own workload, making decisions as required to ensure that the overall objective of meeting income targets is met.
- Sensitively assist patients, family and friends and the wider public who express a wish to support the Charity, using an awareness of the potential for distress within the hospital environment.
- Other ad-hoc duties as required.

## Person Specification

### Experience

#### Essential

- Office administration
- Experience in customer or supporter facing role

#### Desirable

- Experience using a CRM database
- Experience in a Charity Fundraising environment

### Knowledge, Skills & Attitudes

#### Essential

- Proficient in use of IT, particularly Word, Excel, Outlook
- Excellent communication skills being the first point of contact, strong verbal skills
- Understanding and awareness of working within brand identity guidelines
- Ability to communicate sensitively and effectively to a variety of audiences
- Accurate spelling and grammar with excellent attention to detail
- Self-motivated with good organisational skills and the ability to multi-task a range of competing priorities to meet a variety of deadlines
- A flexible approach to work and willingness to undertake some evening and weekend work to support the wider charity
- Great team working skills with the ability to work across departments
- A can-do positive attitude and an eagerness to learn
- Highly presentable and courteous manner

#### Desirable

- A clear understanding of standards set out by the Fundraising Regulator and GDPR
- Knowledge of the 'donor journey', including acquisition, retention, stewardship and lifetime value

- Full driving licence with use of own vehicle for business use

## What's Next?

We hope this pack has inspired you to join our team! If you have any questions, or need more practical information, please contact: Sarah Marsh, Data & Supporter Care Manager.

0151 556 5566  
sarah.marsh2@nhs.net

If you've got everything you need and you're ready to apply, please send your CV and supporting statement to [sarah.marsh2@nhs.net](mailto:sarah.marsh2@nhs.net)

Your Supporting Statement should give examples of how you meet the criteria of the person specification, and what you feel you would bring to this role.

Please note, applications may be assessed as and when they are received, and interviews arranged, so we may close the position before the closing date if a suitable candidate is found.

## Our Diversity Statement

We aim to cultivate a culture of inclusion for all employees that respects their individual strengths, views, and experiences. We believe that our differences should be celebrated as this enables us to be a better team - one that makes better decisions, drives innovation, and delivers better results.

### Find us at

Clatterbridge Cancer Centre - Liverpool, L7 8YA

The Spine Building, Liverpool, L7 3FA

Clatterbridge Cancer Centre - Wirral, CH63 4JY

[clatterbridgecc.org.uk](http://clatterbridgecc.org.uk)

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[ccf-tr.fundraising@nhs.net](mailto:ccf-tr.fundraising@nhs.net)  
[@ClatterbridgeCC](#)