



Supporter Relations Coordinator: Supporter Care

Job description

Grade	Grade B of Minds salary scale
Type of contract	1 x Permanent / 1x FTC until 31 March 2022
Directorate	Fundraising
Team	Data & Supporter Relations
Reports to	Supporter Relations Senior Officer: Supporter Care
Responsible for	No line management responsibilities
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office,
Hours	35hrs p/w

About the role

The Supporter Relations team is Mind's 'one stop shop' for anyone engaging with Mind. Our purpose is to deliver an excellent supporter experience, every time. We put supporters at the heart of everything we do and champion their voice across Mind.

The team is made up of our frontline Supporter Care team, alongside our Income & Operations team, who are responsible for handling all aspects of the donation processing procedure.

More widely, the Supporter Relations team sits within the Data & Supporter Relations team, responsible for driving the organisational integration with the aim of maximising impact, opportunities and income for Mind.

This particular role is on the frontline of our Supporter Care service. Reporting to the Supporter Relations Senior Officer: Supporter Care, you will be responsible delivering an exceptional customer service to anyone that contacts Mind, alongside a team of four additional Supporter Relations Coordinators. The Supporter Care team is the first point of contact for all supporter/donor queries by telephone and/or email.



You will be directly engaging with a variety of people contacting Mind. Your job is to make sure these people are left feeling informed, valued and excited after speaking to us, so that their experience of Mind is second to none, leaving them feeling valued and committed to on-going support. The role is fast-paced and requires someone who is energetic, organised and a team player, adaptable to the variety of queries that come your way.

Working closely with the Income and Operations team you will be responsible for maintaining accurate database records and carrying out daily administrative tasks which are essential to our fundraising stewardship, such as ensuring fundraising materials are sent in a timely manner.

Key Responsibilities

1. Respond to incoming contact across all communication channels within Supporter Relations remit (including phone, email and post), meeting agreed service level agreements.
 - a. Answer and resolve queries or complaints incoming via the phone lines that are open between 9-5pm. Remaining flexible to ensure the lines are always covered and voicemail is set up appropriately
 - b. Respond to emails via our various supporter facing inboxes, ensuring emails are responded to and followed up, according to priority, resource and within SLA.
2. Deliver an excellent experience every time, in line with quality standards, with supporter satisfaction being the desired outcome for all interactions. Includes dealing professionally and empathetically with people who have been affected by mental health, providing them with the approved health information where possible/necessary. Follow all enquires through to conclusion.
3. Ensuring all communication is effortless, consistent and engaging in order to recruit, support, steward, develop and retain supporters through great one-to-one supporter care. This includes delivering proactive Supporter Care initiatives such as outbound calling programmes.
4. Respond to complaints and enquiries with confidence & positivity, following organizational policies and meeting service level agreements, all the while delivering exemplary supporter care and escalating where necessary.



5. Liaise with third party suppliers and our fulfilment house to manage team stock and ensure timely fulfilment of requested materials
6. Identify fundraising and supporter engagement opportunities (e.g. gift aid) and promote them as appropriate in order to deepen engagement of our existing supporters, optimize supporter retention and help deliver fundraising targets
7. Process gift aid declarations and income correctly and compliantly , maintaining a full audit trail, ensuring any eligible income is captured and maximized.
8. Proactively seek ways to improve the supporter experience, including identifying and sharing supporter feedback.
9. Engage with Minds culture of learning and development by taking responsibility for your own improvement, in line with recommendations from your manager.
10. Identify and report arising issues to the Supporter Care Officers, supporting the delivery of the agreed solutions, always working to minimise impact on the supporter.
11. Deliver tasks accurately and to a high standard, according to all documented processes and procedures
12. Actively keep up to date with Minds activities, campaigns and policies. Managing a high volume of information, resources and briefings in order to deliver the best, most informed, service possible.
13. Ensure thanking and engagement communications are relevant up to date, accurate and sent in a timely manner
14. Occasionally help with training new members of the team on day to day tasks
15. Have a good level of understanding of Minds CRM (Microsoft Dynamics), its functions and its tools, ensuring all appropriate data is input accurately, timely and compliantly.
16. Engage with informal weekly team catch ups, sharing ideas, supporter stories and reporting any feedback/themes/issues to the Supporter Care Officers. Help ensure repeat queries from supporters are noted and that action is taken to address systemic issues. Work with the team Officers in the development of solutions and addressing existing issues.
17. Assisting with any project work that supports our Supporter Relations strategy



These responsibilities reflect the current scope of duties of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.



- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

Person specification

Essential criteria

1. Experience of providing excellent customer service, including managing conflicting priorities and consistently meeting Service Level Agreements and Key Performance Indicators
2. Experience of handling complex queries and complaints, remaining professional and acting in line with appropriate policies and procedures. With an understanding of when to escalate to management
3. Experience in following processes accurately, with attention to detail.
4. Experience in using your own initiative to identify and solve problems that arise, in line with relevant processes, policies and procedures. With an understanding of when to escalate to management



5. Experience of working in a fast paced environment, whilst maintaining excellent written and verbal communication, with the ability to use various resources in order to deliver the best experience possible for our supporters
6. Excellent IT skills including the MS Office suite and demonstrable proficiency in the use of Customer Relationship Management databases
7. Effective team player, able to share knowledge and learnings to increase expertise and support a culture of continuous improvement
8. Highly motivated and self-aware individual who is committed to delivering an exceptional service to internal and external supporters and colleagues

Desirable criteria

1. Experience of working in a charity fundraising environment
2. Good knowledge of Dynamics or similar CRM database
3. Direct or indirect experience of mental health problems
4. Working knowledge of all relevant voluntary sector regulations such as HMRC Gift Aid rules, PCI Compliance, Direct Debit Guarantee, GDPR, Fundraising regulations etc.