

Supporter Care Officer

Information for candidates



Children 1st

Hello from the Director of Fundraising

First of all, I am delighted that you might be interested in joining our team at Children 1st. If you are ambitious and looking for a charity determined to change the world for children then we will be a perfect match.

I joined Children 1st in March 2019, shortly afterwards we launched our new fundraising strategy which is designed to inspire people in Scotland to put children first.

Since then, we've been implementing that strategy, we've been trying some new things and we've grown our net income.

We are a good size, not too big – so we are well connected to each other – but still big enough to get things done, to make a difference and to transform the lives of Scotland's children.

This is an exciting time for fundraising at Children 1st and the

Supporter Care Officer plays a critical role.

We want to deliver outstanding supporter experiences; we want to reach new and engage better existing audiences. By supporting the work of our fundraising teams, you could be central to the success we can achieve.

I am excited about our work and our plans (I know you'd expect me to say that). If this pack has piqued your interest, I'd invite you to get in touch for an informal chat (email me at Gary.Kernahan@children1st.org.uk).

Thank you,

A handwritten signature in purple ink that reads "Gary".

Our Vision and strategy

Our vision for fundraising

Inspiring people in Scotland to raise funds to put children first.

Strategic themes

To support the achievement of our vision the following five strategic themes have been developed:

- We will grow sustainable **income**.
- We will deploy a highly skilled fundraising **team**, who are connected to the cause, for greatest impact.
- We will create a **culture** where everyone understands how their role contributes to raising money.
- We will evolve our portfolio of opportunities to reach new and engage existing **audiences**.
- We will deliver outstanding **supporter** experiences.



Our leaders in Fundraising and Business Development

We have three other teams:

- **Business Development & Trusts** which brings together our work to seek funding from statutory sources, local authorities and charitable trusts.
- **Public fundraising** which covers community, events, individuals and legacies.
- **Partnerships and Philanthropy** which brings together corporate and major donor fundraising.



Euan
Head of Business
Development & Trusts



Susan
Head of Public
Fundraising



Jo
Head of Partnerships &
Philanthropy

Our team

We have three key areas of focus in the team:

- **Operations** – we make sure that our supporters are able to make donations in lots of different ways. We process income and ensure our supporters are thanked. We also make sure our supporters have everything they need to have an amazing experience when they give to us.
- **Development** – Our team is always working hard to find new ways to give supporters memorable experiences and for them to be able to give in the way they want to.
- **Insight** – Our team works hard to understand our supporters



Karen
Head of Fundraising
Development and
Operations



Tom
Database and Insight
Manager



Annabelle
Supporter Care
Officer
Full Time



Chris
Product
Development
Manager



You
Supporter Care
Officer
25 Hours per Week



Vacant
Supporter Care
Officer
10 Hours per Week

The role

Supporter Care Officer

Our Development and Operations team is small but perfectly formed!

We centralised our supporter care in 2020 to ensure that everyone who fundraises for Children 1st receives an excellent experience.

We are a team with lots of ambition and drive and we work with an eye on continuous improvement and development.

We are looking for someone who knows how important good customer service and amazing donor care is. We want someone who seeks out opportunities to make things even better, be that donor stewardship or behind the scenes processes.

We need someone who is solutions focussed, whose reflex is to say, 'yes...let's figure this out.' The role is different every day and you will need to be able to multi-task and think on your feet.

We also need you to be a stickler for detail. We sometimes work fast but we also need to be accurate and most importantly compliant.

You will be busy but you'll be working with a great team and you'll hopefully learn a lot. We're hoping that we'll learn from you too!



Examples of the kinds of tasks you'll be doing

Supporter Care Officer

- Speaking to supporters by phone or email who want to make a donation or find out more about our fundraising events and challenges
- Processing donations which come in through the post or via our website
- Sending out thank you letters or fundraising packs to supporters
- Helping to ensure that the database is kept up to date and that information is entered correctly
- Making sure that our fundraising materials are fully stocked; ordering more if needed
- Counting money from a cash collection
- Arranging for Hamish our highland cow to travel across Scotland
- Supporting with supporter stewardship activities



Some
questions
you might
have

Salary, Annual Leave and Benefits

The salary scale for the role is £18,079 to £20,259. Your holiday entitlement is 40 days (inclusive of 9 public holidays). We also have a contributory pension scheme (the charity will pay up to 8% of your salary) and life assurance.

Wellbeing and Balance

We've recently introduced some flexible working protocols. Our core hours are 10am to 4pm, and our core days (when we'll organise team meetings, etc) are Tuesday and Wednesday.

Geography and Location

You will be working regularly from our Edinburgh office. Once restrictions are lifted we anticipate that this role will be fully office based.

Diversity and Inclusion

We seek to tackle all forms of discrimination both internally and externally. We recognise that we are not as fully representative as we want to be yet and we are challenging ourselves every day. We welcome and encourage applications from diverse backgrounds and will always consider transferable skills and experience.

Learning and Development

Learning and Development is important to us and our team. We hope it's important to you too. As an organisation we invest in training and deliver much of this through our own Learning and Development Team. We also provide opportunities for external training. For example attendance at the CloF Scottish Conference.



The process and timetable

This is a two-way process

We know this is a big decision and that you'll be assessing us and making important decisions about your future. We've designed a process to allow both of us to get to know each other.

Closing date – Sunday 30th January

Shortlisting – Monday 31st January

Interview – Monday 7th February

- Panel interview (virtual) involving a Q&A and a task
 - Panel will be Karen Hodgins and Tom Hammond
- Details of the task will be provided by Friday 4th February
- Interview questions will be provided by email to you on Sunday 6th February



Thank You

