



Supporter Relations Assistant

This is an exciting time to be joining Bloodwise. Our new strategy is taking shape and there is a real buzz as we look to the future building on all the great work that has gone before.

We are now looking for a proactive, positive and experienced **Supporter Relations Assistant** to join our Supporter Relations Team and be part of supporting the organisation to achieve its potential.

If this sounds like the role you are looking for and you feel you have the knowledge, skills and experience we need, please apply via our website with your current cv and cover letter by:

9am on Wednesday 28 August 2019

Shortlisted candidates will be invited to a formal interview on Wednesday 4 September 2019

Join us on our journey to beat blood cancer!

Due to the importance of this role, all applications will be reviewed on immediate receipt so we reserve the right to bring the closing date forward at our discretion should we find a suitable candidate.

ABOUT US

We are Bloodwise, and we want to change the world for all blood cancer patients. Every year we stop more people dying of blood cancer and our researchers are even working to stop people developing blood cancer in the first place.

We're the UK's specialist blood cancer charity and our vision is clear: we're here to beat blood cancer and we've been working to do this since 1960.

We fund world-class research; provide information and support to patients and their loved ones; and raise awareness of blood cancer. Since 1960 we have invested more than £500 million in blood cancer research in the UK. Where we've invested, survival rates and quality of life have improved.

We're proud to say that UK blood cancer research leads the world, thanks to the money we've been able to invest because of our supporters and fundraising. But we still have so much more to do: blood cancer is the 5th most common cancer and sadly it is the 3rd biggest cancer killer in the UK claiming more lives than either breast or prostate cancer.

We improve the lives of blood cancer patients with cancers such as leukaemia, lymphoma and myeloma because we believe everyone should be able to live their life to the full. We've been working to beat blood cancer for over 50 years and we won't stop until we do. Be a part of our story and help us change the world.

JOB DESCRIPTION AND PERSON SPECIFICATION

Role	Supporter Relations Assistant	Location	Edinburgh
Contract Type	Full Time, Permanent	Contract Length	N/A
Salary	£19,565 - £23,144 Dependant on experience	Intended start date	September 2019

CONTEXT

The Supporter Relations Team is a productive, fast paced environment focussed on providing the best possible experience for our supporters.

The main purpose of this role is to support a framework that ensures we deliver excellent customer service to our supporters from the beginning of their journey with Bloodwise. This role will take responsibility to help build lasting relationships through written and verbal communication with our supporters and ensure efficient administration of donations and maintaining an accurate database.

Reporting to the Senior Supporter Relations Manager, you will be experienced in delivering first class customer service and proficient in administrative tasks. The Supporter Relations Assistant will support all fundraising teams as well as the wider organisation and will play a key role to increase our income and reach. As a key, central point of contact for our external and internal audiences, there is a stronger need than ever to ensure that interactions are properly captured, managed and developed to maximise the lifetime value of every supporter.

Our teams work hard every day to make a true difference in the lives of those affected by blood cancer. We are proud to support them with a range of benefits, recognition and many options for agile working. All contributing to a strong work/life balance. We also have various learning opportunities to support you in your development and help you grow to realise your potential and shape a career with Bloodwise.

KEY RELATIONSHIPS

Reports to	Senior Supporter Relations Manager
Line management responsibilities	N/A
Key relationships	<p>Internal contacts: Sports Team, Regional Relationships Team, Individual Giving Team, Partnerships and Philanthropy Team, CRM Team, Finance Team, Information & Support Services Team</p> <p>External contacts: Bloodwise supporters, Bloodwise volunteers, members of the public</p>

MAIN RESPONSIBILITIES

Customer Service:

- Respond to all inbound enquiries, requests and donations received (by phone, email, in writing or in person) in a prompt, efficient and helpful manner and within the agreed timescales and service legal agreements
- Deliver outbound event stewardship calls for key sports events
- Fulfilment of welcome packs, fundraising materials and thank you letters
- Complaint handling

Administration:

- Processing cheque, card and cash donations
- Coding fundraising pages such as Just Giving
- Data entry and updating details in our database
- Coding income and making financial adjustments

General Responsibilities:

- Ensure compliance at all times with legislation, such as Institute of Fundraising codes of practice, data protection and GDPR, Fundraising Regulator, Gift Aid and all other requirements of an ethical and professional fundraising charity
- Take a pro active approach to personal development
- Contribute to team meetings and workshops
- Work collaboratively with other colleagues to continuously improve our processes and ways of working

THINGS WE ALL DO

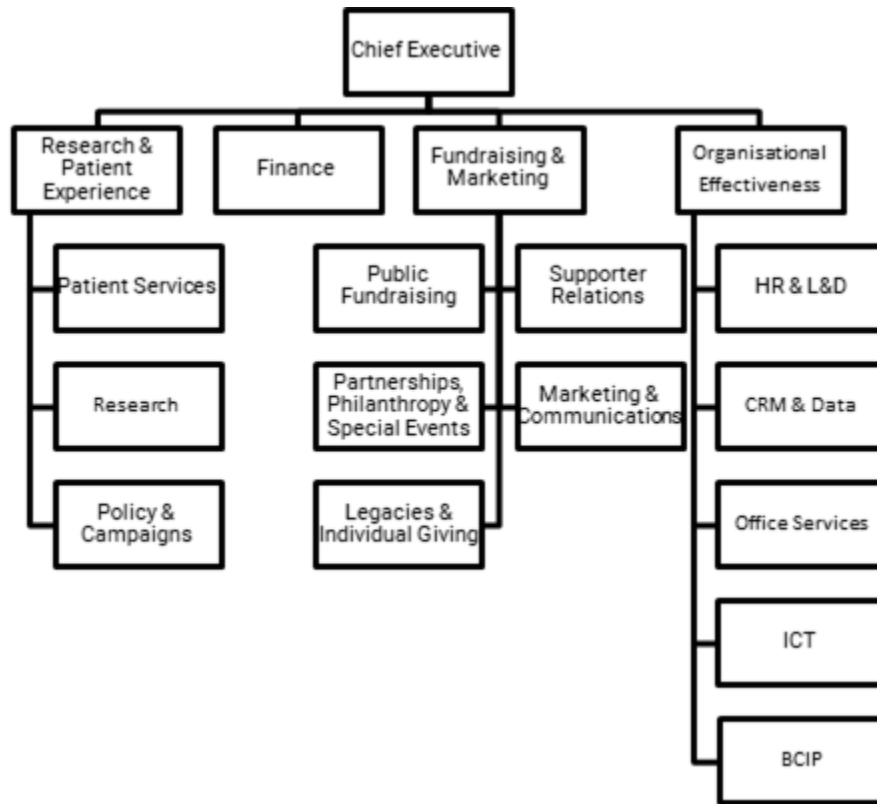
- Promote Bloodwise's vision, mission and core values (Connected, United, Respect, Excellence).
- Attend and assist at Bloodwise events and activities as required (NB this involves evening and weekend work)
- Be an effective ambassador for Bloodwise at any activity you attend
- Develop an in-depth understanding of our work
- Follow the principles of LEAN
- Do any other reasonable things your manager needs you to do

PERSON SPECIFICATION

Skills knowledge and experience
Essential
Excellent communication skills in both writing and verbal, with the ability to adapt to suit the audience
Experience of using a database, including understanding the value of capturing, maintaining and getting the most from the data to respond to customer needs
Proven interpersonal skills, with the ability to build strong relationships both with internal and external stakeholders
Strong working knowledge of Microsoft Office, including Word, Excel and Outlook
The ability to manage multiple projects simultaneously and prioritise your workload
Excellent attention to detail
Supports a culture of continuous improvement
Ensures the successful achievement of results through the effective planning and management of resources, which are in line with the organisation's strategic direction
Works collaboratively and shares information within and across Public Fundraising and Individual Giving, as well as wider organisation
Builds and maintains good working relationships with colleagues to foster team spirit, commitment to the team and achievement of shared goals
Excellent analytical and numeracy skills
A commitment to equal opportunities and diversity and the aims and values of Bloodwise
Desirable
Adept at anticipating the needs of our supporters, with natural empathy for their experience with Bloodwise
An understanding of Fundraising compliance, including GDPR regulations

THE TEAM ORGANOGRAM

Now you have read about the role, to help you get a better feel of where it sits in Bloodwise here is a simplified organogram.



SHORTLISTING AND INTERVIEWS

Bloodwise is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. All applications are subject to our shortlisting process; so if you're shortlisted we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process.

If you do not hear from us within 2 weeks after the closing date, your application has not been successful.

FOR FURTHER INFORMATION ABOUT US

See our website <https://bloodwise.org.uk/>

THE GOOD STUFF WORKING AT BLOODWISE

Apart from all the hard work we do, there are some really good benefits to working at Bloodwise:

<p>Annual Leave Entitlement is 25 days per year rising to 26 days after 2 years' service then 27 after 4 years' service; we will usually close the office between Christmas and New Year which our trustees gift as an additional holiday.</p>	<p>Personal Development Development is really important to us and there are a variety of options available to staff at Bloodwise.</p>
<p>Family leave We offer enhanced pay during maternity, paternity and shared parental leave.</p>	<p>Interest free season ticket loan We pay for the ticket and you repay the money out of your monthly salary.</p>
<p>Pension When you join us we'll automatically enrol you onto our pension scheme, which is run by Aegon. This can be increased through length of service.</p>	<p>Agile working We value results and outcomes and support this with an agile working policy.</p>
<p>Employee Assistance Programme Offers support information, expert advice and specialist counselling to help you prepare for life's predictable milestones.</p>	<p>Ride2work scheme This allows you to obtain a new bike to use to ride to work. You can then repay it through your salary.</p>
<p>Life Assurance Although we don't like to think about it, should something happen to you while working for Bloodwise we have life assurance for staff.</p>	<p>Interest free loan This allows you to take an interest-free loan of up to £1,000, and repay this over up to 12 months through your monthly salary</p>

OUR LOCATION

Our Edinburgh office is located at 111 George Street, Edinburgh, EH2 4JN. There are bus and tram stations close by on Princes Street, just a few minutes' walk from the office:

