



Children's Hospices Across Scotland

JOB DESCRIPTION – SUPPORTER DATA COORDINATOR

Job Details

Job Title – Supporter Data Coordinator
Responsible to – CRM Database Marketing Manager
Job Family – Admin/Clerical

Location – Glasgow
Salary – Sector Band 3, Point 5 to 7

Job Purpose

The role will be responsible for the processing, importing, and maintenance of data in the CHAS Fundraising database and the data requirements for the CHAS Fundraising and Communication team. Through demonstrating passion for excellence in data and income management, you will support the wider team in ensuring best practice in recording data. You will also support the provision of a first-class supporter care service.

Organisational Position

This role sits within the Supporter Engagement Team who are the guardians of CHAS's database of supporters and are responsible for all aspects of supporter care. The team is committed to quality and process improvement, with an emphasis on continual review, change and improvement of working practices both within the team and across the department.

The Supporter Data Coordinator is line managed by the CRM Database Marketing Manager. The role sits alongside and works with the CRM Database Coordinator

Main Tasks

- Data and Income Management
- Supporter Care
- Policy Review and Development

Job Activities

Data and Income Management

- Process daily cash, Direct debits, credit card donations and payments, liaising with colleagues across the Fundraising and Communications team to ensure accurate allocation
- Manage third party income reports for import into Raisers Edge (NXT) via online giving platforms such as Justgiving,

- Identify and carry out essential database maintenance tasks and assist with the data cleaning process; including using own initiative to identify and correct data issues in the system, not exclusive to duplicated and incomplete records
- Support the CRM Database Marketing Manager and the CRM Database Coordinator with the day-to-day development of the database and the design and maintenance of systems and processes
- Assist with the reconciliation of income to the cash book in conjunction with the Finance team
- Act as the first point of contact for the Raisers Edge (NXT) service desk
- Manage and deliver data query requests in line with fundraising activity, including mailings and campaigns, ensuring these are delivered to agreed timescales and specifications
- Assist with the maintenance of accurate, consistent and reliable information in relation to CHAS supporters, volunteers and families for relationship development and fundraising purposes
- Update and amend individual records from information received via a range of sources (telephone, mail returns, email, social networking sites, donation forms, event registrations and general correspondence)
- To ensure Gift Aid declarations are inputted accurately into the Raiser's Edge.
- Support the CRM Database Coordinator to maintain the accuracy of data on Raisers Edge (NXT), including investigating and amending mistakes to income postings and allocation
- Provide detailed advice and support to the fundraising department on all aspects of the donation data process and aspects within Raisers Edge (NXT)
- Process supporter communications preferences in a timely and accurate manner.
- Provide support to department planning processes for new types of activities and payments
- Fulfil website updates in relation to the management of event and donation pages from the content management system Online Express and verify data interfacing with Raisers Edge (NXT)
- Ensure data is stored in line with industry best practice, regulatory guidelines specifically General Data Protection Regulations (GDPR)

Supporter Care

- Provides a first-class supporter care service
- Thanks gifts in line with CHAS thanking protocols, ensuring that the acknowledgement is personalised appropriately, creating certificates and additional communication in line with supporter needs
- Contacts supporters where appropriate to further understand the nature of their donation or funds raised and ensure that the CHAS acknowledgement recognises the effort put in by the supporter(s)
- Manage ad hoc supporter queries in writing or by telephone offering an excellent support service with a proactive approach to dealing with issues; dealing with complaints showing empathy and professionalism
- Where relevant, act as first point of contact for external CHAS supporters at all times providing a professional, caring and efficient 'face' of CHAS

Policy Review and Development

- Support the review, development and successful implementation of appropriate CRM Database policies, procedures and provides guidance as required

Health and Safety

- Responsible for complying with the CHAS Health and Safety Management Policy and associated procedures and co-operate with CHAS in complying with its legal duties.

Information Governance

- Responsible for complying with the CHAS Information Governance Framework and associated policies and co-operate with CHAS in complying with its legal duties

Volunteer Engagement

- Support the work of volunteers by planning their work, providing advice and information and actively involving them in team activities

This is neither exclusive nor exhaustive and you may from time to time be required to undertake such tasks as may be reasonably expected within the scope and grading of your post in order to meet the needs of the operation of CHAS.

Dimensions

Financial

- The role does not have any budget responsibility.

Staff/Volunteers

- Support the work of appropriate volunteers in the office

Stakeholders

- The roles main stake holders are the Supporter Engagement Team, the wider Fundraising and Communications Team and the Finance Team

Knowledge, Skills, Experience

You will have good communication skills, work co-operatively with colleagues, form meaningful relationships with others, demonstrate initiative, have a high level of accuracy, act with integrity and be accountable for your actions and decisions.

You will also have:

- A HNC or equivalent
- A working knowledge of Microsoft Office and related software applications
- Minimum two years' experience in an office and customer service environment

Decisions and Communications

Decisions

Within the agreed management structure in CHAS, works within clearly defined procedures, where judgement and initiative are required to work flexibly and react to changing priorities.

Communications

On a daily basis, communicates complex and sensitive donor information across the Fundraising and Communications team, Finance team and Volunteering team

Develops and maintains relationships with CHAS staff, volunteers, and members of the public, to ensure effective and efficient support for the fundraising activities to raise the profile of CHAS

From time to time have contact with children, young people and their families (incidental contact); donors, other charitable organisations, suppliers

PERSON SPECIFICATION – SUPPORTER DATA CO-ORDINATOR

Education, Qualifications, and Training

Essential

- HNC level qualification or equivalent experience

Desirable

- None

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Working knowledge of Microsoft Office packages
- Ability to work effectively as part of a dynamic team
- Good communication skills required, to deal with volunteers and the general public in an appropriate and effective manner
- Planning and organising skills and a high level of accuracy

Desirable

- Knowledge and previous use of a Fundraising Database

Method of Assessment – Application Form and Interview

Experience

Essential

- Minimum two years' experience in an office and customer service environment
- Good communication skills required to deal with staff, volunteers and general public in an appropriate and effective manner

Desirable

- None

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Acts with integrity
- Works co-operatively with colleagues to improve service
- Forms meaningful relationships with others
- Demonstrates initiative and acts with effectiveness
- Accountable for own actions and decisions

- Commitment to ongoing learning and development
- Commitment to CHAS core value, vision and purpose
- Commitment to working with/supporting volunteers
- Professional attitude to work
- Views change as a natural, positive and a continuing process

Desirable

- None

Method of Assessment – Interview

Other Requirements

Essential

- Willingness to travel between CHAS sites

Desirable

- Access to a car and full driving licence

Method of Assessment – Application Form and Interview