

## Job Description

# Supporter Care Coordinator

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness.

We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based. We meet people where they are, and support them towards where they want to be.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

**Compassion:** We believe that everyone should have the chance to change, no matter how long that might take.

**Respect:** We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

**Integrity:** We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

**Innovation:** We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

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## 1 Main Aims

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This role is an essential part of our Relationships Team - incorporating Fundraising and Communications. This is a rewarding role and is part of a collaborative, supportive and motivated team.

This role will nurture positive supporter relationships by providing excellent stewardship and engagement opportunities to increase support, helping to create a financially sustainable organisation capable of meeting its strategic ambitions for those we exist to support.

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## 2 Areas of Responsibilities

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### **Supporter Care:**

- Be the first point of contact for all supporter enquiries and provide high levels of customer service, responding promptly, professionally and

positively.

- Provide administrative support to the Relationships team as directed and in particular be responsible for the accurate recording and processing of all donations; cash management including banking; and in ensuring supporters receive acknowledgements promptly.
- Coordinate and distribute gifts received in-kind.
- Support the coordination of corporate volunteering and supporter visits across Cyrenians sites.
- Manage fundraising and event specific materials, conducting regular inventories to ensure stock levels are appropriate to meet all planned activity.
- Ensure the timely and consistent input of supporter data in line with GDPR including, where appropriate, opt-in consent and Gift Aid declarations.

### ***Supporter Development:***

- Increase the number of community groups and fundraisers who support Cyrenians and support the creation of a plan to increase this income year on year.
- Support the development and delivery of a calendar of fundraising opportunities and sponsored challenges to raise income and awareness across individual and corporate audiences; developing new and imaginative fundraising activities, many of which involve organising events.
- Recruit and manage fundraising event volunteers as necessary.
- Be the main point of contact for all event participants and volunteers, ensuring effective and timely communications that deliver an excellent supporter journey and maximise the value of these relationships through event fundraising and ongoing support for Cyrenians.
- Facilitate requests for Cyrenians to attend or speak at fundraising events, and deliver community talks as appropriate.
- Work collaboratively with the wider Cyrenians team, engaging with projects to identify and follow-up cross-organisational opportunities to raise income and awareness e.g. fundraising appeal collaboration and supporter site visits
- Provide support and advice to the wider team on developing and improving administrative systems and processes.
- Provide support to colleagues in the collation and reporting of relevant information, particularly from eTapestry (our fundraising database).

### **Fundraising Strategy:**

- Work with the Fundraising Manager to contribute to a strategic approach to community and event support, to increase income levels year on year and contribute to a sustainable organisation.
- Keep up to date on charity fundraising events and activities e.g. by attending sector user group meetings, and making recommendations to your line manager to benefit Cyrenians' own fundraising activity.

### **Monitoring and reporting:**

- Support the regular reporting of community and events fundraising progress against funding targets and social outcomes/returns by managing relevant eTapestry processes and analysis.

### Other Duties

- Provide general assistance to the Relationships Team
- To adhere to all Cyrenians policies and procedures; in particular to adhere to and promote good practice regarding volunteers, confidentiality, Health & Safety of self, colleagues, volunteers and service users; and equality of opportunity.
- To undertake any other duties that may reasonably be expected to fulfill the role.

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## 3 Person Specification

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<b>Knowledge and Experience</b> <ul style="list-style-type: none"><li>• Experience of a previous customer-facing role, delivering high standards of customer service</li><li>• Experience of providing admin support to a team of people</li><li>• Experience of a range of administrative duties including working with a database</li><li>• Experience of using systems and processes effectively</li><li>• Experience of working within a busy fundraising environment</li><li>• Experience of using eTapestry database to ensure high standards of stewardship</li><li>• Demonstrable experience of planning, managing and delivering a calendar of activity</li></ul>	Essential  Essential  Essential Essential  Desirable  Desirable  Desirable
<b>Skills</b> <ul style="list-style-type: none"><li>• Organised and able to prioritise and manage a varied workload</li><li>• Ability to manage multiple tasks at once and deliver to deadlines</li><li>• Skilled in producing high quality communications</li><li>• Ability to develop relationships at all levels</li><li>• Strong IT skills, and ability to use digital technology to deliver high standards of stewardship</li></ul>	Essential  Essential Essential Essential  Essential
<b>Attributes</b> <ul style="list-style-type: none"><li>• Methodical and conscientious with a “can do” attitude</li><li>• Able to work independently with a minimum of supervision and a good team player</li><li>• Patient and respectful of all people, whatever their background or presenting behaviour</li><li>• Appreciation for impact of Cyrenians work and desire to work in Third Sector</li></ul>	Essential  Essential  Essential  Essential

<b>Qualifications</b> <ul style="list-style-type: none"> <li>Qualified to HNC level or with equivalent relevant professional experience</li> </ul>	Desirable
<b>Circumstances</b> <ul style="list-style-type: none"> <li>Able to work flexible hours in line with the requirements of the post</li> </ul>	Essential

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## 4 Terms & Conditions

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Employer:	Cyrenians
Accountability:	Cyrenians Board of Trustees (via the Chief Executive Officer)
Line Manager:	Fundraising Manager, Relationships Team
Reporting:	Report against work plan at regular support and supervision meetings
Liaison with:	Fundraising and Relationships Team
Workplace:	Edinburgh-based (Norton Park) with occasional travel to other Cyrenians sites.
Working Hours:	Part-time, 30 hours per week
Annual Leave:	25 days plus 10 public holidays (pro rata)
Salary:	£22,622 – £25,296 pro rata (scale points 20–24) This equates to £18,342 per annum for 30 hours per week at SCP20
Pension:	Auto enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
Driving license:	Desirable
PVG membership:	Not required

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## 5 Application Deadline and Interview Dates

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**Recruitment for this role opened on 02/06/2022.** There is no set closing date. We will review applications as they are received and arrange to meet with candidates that we wish to take forward (usually within 7 days of receipt). This vacancy will be closed once we have appointed.

Please refer to our Recruitment Information PDF for further guidance on completing and submitting your application form. Further information [www.cyrenians.scot](http://www.cyrenians.scot)