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**Job Description: Supporter Care and Information Assistant**

**Purpose of Job:**The main purpose of the post is to provide support, administration and systems support to the individual fundraising, supporter care and event marketing, and the information services.

**Two and half days per week**

**Reporting Relationship**: Reports to Communications and Supporter Care Coordinator

Main Duties and Responsibilities:

* To support Prostate Scotland’s activity with supporters, potential supporters and enquirers;
* To maintain and develop Prostate Scotland individual fundraising systems and supporters database;
* To support and administer local level giving and liaise with local fundraisers in taking forward activities in aid of prostate Scotland;
* To administer donations and assist with communications with supporters via electronic giving e.g. JustGiving & Enthuse, Website
* To work with local volunteers to help develop fundraising for Prostate Scotland in communities and localities;
* To input to plans for the development of local and individual giving initiatives;
* To assist with the development of fundraising materials and plans to promote Prostate Scotland, with an emphasis on individuals and potential supporters and events;
* To attend and represent Prostate Scotland at local fundraising and local supporter external events;
* To provide support to the answering of information enquiries;
* To help build systems for the tracking of information enquiries, publications and Workplace Initiatives;
* To assist with the despatch of fundraising and information materials
* To liaise with and provide reports and updates to the Communications and Supporter Care Coordinator, and Information and Advice Coordinator
* To contribute to the Prostate Scotland team and to help support the running of Prostate Scotland events;
* To undertake such commensurate duties as may from time to time arise and as agreed with the Director, Communications and Supporter Care Coordinator

**Person Specification**

**Essential Experience:**

* Experience of administration
* Experience of customer facing work and liaison with individuals
* Experience of databases and systems administration
* Experience of drafting correspondence
* Experience of co-ordinating or working on projects;
* Experience of working on /delivering events

 **Knowledge**:

* Some knowledge of fundraising

**Skills and Abilities:**

* Good customer care skills in dealing with customers/donors and members of the public
* Administrative Skills
* Capable of being a self-starter and take forward a work programme/project
* Good digital and IT communications skills
* The ability research/discover information
* Office computer skills - familiarity with Microsoft Office and with databases
* Capable of developing
* Willingness to attend events and to engage with local groups

**Desirable**
Some knowledge of prostate cancer and disease

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| **Prostate Scotland provides an ever-evolving service and staff are expected to participate constructively in Prostate Scotland activities and to adopt a flexible approach to their work.** |
| The job description is not intended to be exhaustive and is indicative of the nature and level of the responsibilities associated with the post at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations cannot of themselves justify a reconsideration of the terms and conditions of employment associated with the post. |

10/05/2022

**Information for applicants applying for the post of Supporter Care and Information Assistant**

**The Role**

This new post will play an important role in supporting the charity’s fundraising by providing support to and administering local level giving and donations and fundraising events and liaising with fundraisers in taking forward activities in aid of prostate Scotland. The role also will involve helping administer donations and assisting with communications with supporters, along with helping on the development of fundraising materials and plans to promote Prostate Scotland’s work.

Working with the Charity’s Supporter Care Coordinator the role will involve liaising with supporter and fundraisers at local and regional level, as well as looking after a data base of supporters. There will be opportunities to attend fundraising events and presentations.

The role requires a person with good people/ customer care skills who can play an important role in helping Prostate Scotland look after its’ wonderful supporters and fundraisers and help us develop fundraising for Prostate Scotland in communities.

The role will also have a link with our information work and the post holder will assist in the despatch of information materials and with enquiries.

Good administrative, IT and digital skills will be important. Prior knowledge of prostate cancer and disease is not required (though helpful) and training about this will be provided.

Prostate Scotland has started operating a hybrid work model with staff working from our central Edinburgh office for half the time and home-based for the other half. Occasional travel in Scotland will be required. Management of the post will be from the charity’s Supporter Care Coordinator. The post is available on a two-year contract.

**About Prostate Disease and Prostate Scotland**

Prostate Scotland was set up in 2006 as a Scottish charity to develop awareness of prostate disease, to support men and their families/ partners with the disease through providing advice and information and to advance treatment and research into prostate disease.

We are a developing dynamic and friendly charity with a real desire to tackle prostate cancer and disease and the impact it can have on men and their families in Scotland. There is quite a task ahead as:

* Prostate disease is likely affect one men in two at some stage in their lives;
* One in ten men is likely to get prostate cancer
* Prostate cancer is the most common cancer in men in Scotland
* Recent NHS projections suggest an increase in the number of men with prostate cancer over the next decade is likely to increase by 35%
* Over the past 20 years the number of men of men surviving prostate cancer has doubled and we want to see that further improve

Our Board of trustees is made up people with personal knowledge and experience of prostate disease, as well as some of the leading medical experts on prostate disease and on cancer in Scotland. We are a growing and developing organisation that is ambitious to make a difference for men with prostate disease and their families. We received the award for best Charitable Initiative in the 2009 Pfizer UK Excellence in Oncology Awards, which celebrates the best initiatives in the field of cancer care and we were awarded a GSK Impact Award by the respected Kings Fund for our contribution to community health in 2010, as well as receiving best public sector advert award in the Scottish Advertising awards in 2010, and two awards in 2013 and 2015 in the BMA Patient information Awards. In 2017 the charity was awarded Scottish Health Charity of the Year.

We have made significant strides in closing the gaps that exists in information and support for men and their families across Scotland wide information about prostate disease, which tends to affect men from age 40 onwards. Our work in tackling this includes a multi-functional website for Scotland with information for men and their families, an information project and an awareness initiative and a workplace initiative and the COMPASS project providing support services to men and their families. We have been successful in reaching many thousands of people but there remains a significant challenge to reaching the many missing hundreds of thousands who may be affected in the future.

**Fundraising and supporter care:** The vast majority of our funding comes from voluntary sources (95%), either in the form of donations from individuals, companies and community groups. We are fortunate in having many supporters from across Scotland undertaking a variety of activity in support of the charity from marathons and kiltwalks, hamper sales, cycle rides, munro bagging to dinner dances. We also raise an important amount from fundraising events.

We have benefited from a very successful partnership with the Freemasons and also with Rotary clubs. We have also received funding from the Scottish Government and from Sir Tom Farmer through the Farmer Foundation towards our Information and Advice Project. We also receive funds from a number of trusts. We aim to spend as much of our income directly on our core work of combating the affects of prostate disease.

**COMPASS:** We recently developed the COMPASS project to plug the gaps that exist in support services that exist in Scotland for men with prostate cancer. The project followed from research that we carried out with men with living with prostate cancer in Scotland. We have been successful in raising significant funding to take the project forward and establish a range of innovative services. Provision of one-to-one support services for men with prostate cancer and their families in several regions of Scotland (online, by phone and socially distanced face to face). These services include:

* Provision of Living Well with Prostate Cancer courses (seven week courses nationwide and also specific courses for men living in the Highlands)
* Exercise course for men with prostate cancer (online) and a further major significant prostate cancer exercise programme in development
* Development of an app for men living with prostate cancer – it is currently in the very final stages of development and soon to be available

**Website:** We have developed an award-winning interactive website, with information about the range of prostatic diseases and about how and where to get treatment. You can find it at [www.prostatescotland.org.uk](http://www.prostatescotland.org.uk) . It includes accessible videos about symptoms and treatments from the experts on prostate disease – the clinicians and men with prostate disease.

**Awareness Initiative:** We have also launched and taken forward a major awareness campaign with materials across Scotland including tv and radio advertising, posters in washrooms, reaching many thousands of people across Scotland.

**Information & Advice project:** We have established an information and advice project across Scotland aimed at improving the availability and quality of information about prostate disease in Scotland. This has led to the development of a series of information materials for individuals and their families with a set of ‘Simple guides to prostate disease and its treatments which have been made available in the community as well as a series of Explanatory guides that are being made available in health centres and hospitals, and a specialist series of Spotlight On guides to individual treatments. We have also produced a series of 13 guides for men with prostate cancer about Covid -19 and its implications for men with prostate cancer.

**Workplace Initiative:**  We have also developed a Workplace Initiative, following generous support from Standard Life, which reaches out to staff through workplaces via their companies and organisations. The initiative was developed as workplaces are where many people spend a significant amount of their time and are an important means of reaching people. We have developed a toolkit of information for companies that has proved very popular. A significant number of ToolBox workshops are delivered to businesses and organisations across Scotland face to face or online.

**Blue Horizon Robot Appeal**: We have successfully completed a major appeal to raise just under £3 million to towards the introduction of robot assisted prostate cancer surgery in the East and West of Scotland.

**Patient Research and Policy Project**: We have completed a research project to into Living with prostate cancer in Scotland – which looked at men with prostate cancer’s perspectives, needs, concerns and hopes on such key issues as treatments, services, side effects, and on daily living with prostate cancer. The conclusions of the project were used to inform the development of the COMPASS project and services.
Following this piece of research we are now embarking on a new research and policy project to look at the position and needs of men who have an enlarged prostate and in particular for those who are living with catheters.

**Summary**

Prostate Scotland is a small organisation, and the post holder will be expected to become part of the Charity’s team. The post offers the opportunity to be part of a young but fast developing health charity and to help us work with our many supporters across Scotland and to help us raise funds to take forward our vital work to help tackle the most common cancer in men in Scotland and contribute to health and wellbeing of men with prostate cancer and disease. If you get a buzz from being part of a lively and vibrant organisation dedicated to making difference to people’s lives – this could be the opportunity for you.

Prostate Scotland

June 2022