

Job Description and Person Specification

Job Title:	Communications and Supporter Care Executive
Salary:	£22,000 – £23,700 per annum, depending on experience
Contract Term:	One-year fixed term contract
Hours of Employment:	35 hours per week
Working Pattern:	Flexible, within core office hours of 9:30 am to 5:30 pm
Location:	Central Edinburgh (Hybrid working options available)
Reports to:	Communications & Supporter Care Manager

About Prostate Scotland

Prostate Scotland is a leading charity dedicated to supporting men across Scotland with their prostate health journey. With nearly 1 in 2 men in Scotland affected by prostate disease at some stage in their lives, and 1 in 10 at risk of developing prostate cancer, we are committed to raising awareness, educating, supporting, and advancing research in this critical field. Our work touches countless lives, and our mission is driven by the passion and dedication of our team.

As a dynamic and fast-growing charity, we are looking for an experienced and enthusiastic **Communications and Supporter Care Executive** to help us make a lasting impact. Join our committed team and be part of the positive change in men's health across Scotland.

Purpose of Job

The **Communications and Supporter Care Executive** is integral to Prostate Scotland's efforts to build lasting relationships with supporters, engage with donors, drive digital communications and support fundraising activities. This role offers an exciting opportunity to contribute to the charity's mission through strategic communications, effective supporter engagement, and marketing. You will be key in ensuring seamless donor interactions, managing fundraising campaigns, and promote awareness of prostate health across Scotland.

Main Duties and Responsibilities in Communications

- Content creation for social media and website news pages.
- Create, develop and publish of marketing assets in digital and print media.
- Co-ordinate and develop communications activity with all stakeholders including supporters and service users.
- Establish, organise and maintain digital asset library.
- Ensure approval for digital assets when used in communications.
- Contribute to prostate awareness work.

Main Duties and Responsibilities in Supporter Care

To support Prostate Scotland's activity with supporters, potential supporters, and enquirers

- Maintain and populate Prostate Scotland's individual systems and CRM.
- Update active supporter information on CRM.
- Nurture long-term relationships with individual donors, fundraisers, and supporters to encourage ongoing engagement and support.
- Research and update organised active event pages on website e.g. Edinburgh Marathon, Kiltwalks and Burns Supper.

To support and administer local level giving, working with local fundraisers and volunteers to help them with their fundraising activities

- Support a range of *organised active event fundraisers* (e.g. Kiltwalk) throughout their fundraising journey, including event registration, merchandise requests, responding to enquiries, and assisting with fundraising page creation.
- Provide guidance and assistance to *individual event fundraisers* (e.g. social nights) by advising on merchandise, information, and awareness materials, coordinating merchandise requests, and addressing any event-related queries such as planning and fundraising page setup.

Fundraising & Donations Administration

- Process and record donations from multiple income streams (JustGiving, Enthuse, Stripe, etc.), ensuring accurate receipts and timely thank you communications.
- Record and code donations on cheque and cash log including digital copies of cheques; follow up on pledged donations.
- Provide and record receipts to donors.
- Write thank you letters and create certificates for active fundraisers.

To develop, source and coordinate branded fundraising merchandise

- Work with the Communications and Supporter Care Manager to develop and source branded merchandise for the charity.
- Work with the team to register and coordinate merchandise requests from supporters.
- Create fundraising materials in-house such as fundraising pack, tee signs for golf, concert programme.

To attend and represent Prostate Scotland at local fundraising and supporter events

- Plan Prostate Scotland merchandise for, and occasionally attending fundraising events such as EMF, Kiltwalk, cheque presentations.
- Occasionally represent Prostate Scotland at fundraising events.
- Collaborate with Volunteer Co-ordinator to support attendance of Prostate Champions at external events.

To work with, and provide reports and updates to the Communications and Supporter Care Manager, CEO

- Collate information for monthly fundraising and communications reports.

Perform duties as they arise, in agreement with your line manager.

Person Specification

Qualification and Skills

Criteria	Essential	Desirable
Excellent customer care and interpersonal skills.	√	
Strong digital communications skills	√	
Creative story telling and copywriting skills		√
Experience in digital asset creation/graphic design	√	
Proficient user of social media platforms and analytics	√	
Interest in emerging trends in fundraising and communications platforms	√	
Able to research and discover information		√
Experience of delivering results in a fast-paced customer facing environment, co-ordinating multiple areas of work to meet deadlines	√	
Experience of working on fundraising events		√
Experience in supporting fundraisers		√
Able to plan projects and campaigns	√	
Robust attention to detail	√	
Proficient in Microsoft Office	√	
Practical, hands-on attitude	√	
Strong administration skills	√	
Capable of being a self-starter and working on own initiative, whilst also an effective collaborator within a team	√	

Benefits of working at Prostate Scotland

- **Flexible Hybrid Working** – Enjoy the freedom to work both remotely and in the office, achieving a great work-life balance.
- **Investment in Your Growth** – As SCVO members, we provide excellent personal development opportunities and training to support your career progression.
- **Competitive Pension Scheme** – Plan for your future with our generous employer-contributed pension.
- **Excellent Leave Allowance** – Benefit from a supportive leave system that values your well-being and work-life balance.
- **Prime City Centre Location** – Work from a modern, well-connected office in the heart of the city.
- **Well-being Support** – Access our free, confidential Employee Assistance Programme whenever you need guidance or support.

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.