

Role title	Supporter Care Coordinator
Responsible to	Fundraising & Engagement Leader
Location	Edinburgh/Glasgow, with very occasional travel to other parts of Scotland

About Alzheimer Scotland

Alzheimer Scotland is Scotland's national dementia charity. Our aim is to make sure nobody faces dementia alone. We provide support and information to people with dementia, their carers and families, we campaign for the rights of people with dementia, support vital dementia research and promote positive brain health.

Alzheimer Scotland is committed to fair work and to enabling an environment of trust, integrity and respect, for which everyone in the organisation has a responsibility. We encourage creativity and innovation as we strive to continually improve the ways we support people with dementia, their families, and carers. Our employees and volunteers work collaboratively to provide the best outcomes for those who rely on our services, so that together we can deliver on the charity's vision to make sure no one faces dementia alone.

All Alzheimer Scotland employees and volunteers are encouraged to fully engage in activity within the organisation, and we actively promote effective voice so that the views of those who work with us are sought out, listened to, and can make a difference. We advocate continuous development across all our teams, providing opportunities to learn in an environment that is safe and supportive.

About the role

The key purpose is to support the delivery of the Fundraising & Engagement strategy, to ensure all income generation activities sustain our mission to ensure nobody faces dementia alone, whilst contributing to and encouraging a culture of confidence, innovation and collaboration.

At Alzheimer Scotland, we believe no monetary ask should be made until a meaningful and supportive relationship is established. You will be tasked to think beyond transactional fundraising and more towards a supporter-led relationship, working with the team to embed this approach throughout the organisation.

As an integral part of the Fundraising & Engagement Team, the Supporter Care Coordinator role leads the Supporter Care Team, working closely with F&E and other colleagues to ensure we deliver a high-quality, integrated, empathetic and efficient supporter journey for donors, fundraisers, partners and volunteers.

Key performance indicators include the increased efficiency and support of our income streams and positive collaboration and relationships with others around the organisation.

Key responsibilities

Role specific responsibilities

- To deliver first-class supporter care to our donors, fundraisers, partners and volunteers.

- To lead the implementation of empathetic, inspirational and efficient supporter journeys.
- To manage and have accountability for a team that responds to enquiries made by phone, post, web and email in a professional, empathetic and timely manner, appropriately acknowledging and recording all donations and communication.
- Directly line manage two Fundraising & Engagement Administrators, ensuring appropriate development plans are supported for continuous learning and improvement.
- To review existing processes and commit to continuously improving and developing these.
- To maintain accurate supporter data on Raiser's Edge (fundraising database), in line with relevant legislation and best practice, supporting your team to do likewise.
- To support the team's procurement of merchandise and kit for events/meetings.
- Use data to review what's working and what's not within the provision of our supporter journeys and provide recommendation reports for improvements to increase efficiency and impact, in line with Fundraising and Engagement strategic aims.
- To ensure a collaborative approach to all your work, particularly with our Communications & Campaigns, Locality and Finance Teams.
- To attend key events throughout the year, both those you have personally organised and others in support of the team.
- To source case studies and other relevant stories from supporters, ensuring that continued storytelling approach is embedded in all we do.
- To work within set budgets and key performance indicators.
- To support and work alongside volunteers in all aspects of Fundraising & Engagement activity.
- With an agile approach to your practice, you will appreciate that some activities will take place outwith Monday-Friday, 9am-5pm, and some travel will be necessary.

Other responsibilities

- Ensure Health and Safety is actively monitored and implemented and identify and manage risk in line with Alzheimer Scotland's operational guidance.
- Use IT systems appropriate to the role, including Microsoft Office suite, ALIS (intranet), and iTrent (HR and People system) and ensure all required measures to relating to the safe and secure use of sensitive and personal data are adhered to at all times.
- Actively collaborate with peers and colleagues both internally and external to the Charity, as appropriate to the role, in developing positive working relationships and collaborative, flexible approaches.
- Operate within the context of all Alzheimer Scotland policies and procedures.
- Participate fully in team meetings, learning and development opportunities and CPD/ CPL activities, and personal review and appraisal meetings.

- Adopt and maintain a positive approach in supporting, contributing to, and enabling effective employee voice.
- Actively support and promote the integration of volunteer activity and effective volunteer voice.
- Work flexibly and undertake any other appropriate duties commensurate with the general remit of the role, as required.

General

This job description remains subject to review by the Charity at any time and does not form part of the postholder's contract of employment unless explicitly stated.

Reviewed: August 2025

Person Specification Fundraising & Engagement – Supporter Care Coordinator

This person specification should be read with the above job description. Please note that these competencies are not ranked in order of priority.

The following criteria will be used in selecting a candidate:

Criteria	Essential	Desirable
Demonstrable interpersonal and relationship-building skills	✓	
Ability to self-organise, prioritise and meet deadlines	✓	
Evidence of working to individual and team targets	✓	
Ability to work to a deadline while paying attention to accuracy and detail	✓	
Knowledge of using CRM database (Raiser's Edge or similar database)	✓	
Ability to communicate effectively with a range of stakeholders	✓	
Excellent PC skills including Microsoft Word and Excel	✓	
Knowledge of fundraising best practice, legal requirements and health & safety policies relating to fundraising events		✓
Successful process driven experience.	✓	
Creative		✓
Self-motivated and enthusiastic individual, with a positive attitude	✓	
Flexible to work occasional unsocial hours including evenings and weekends		✓
Flexible in approach to support work within the team	✓	
Demonstrable experience of working in a similar fundraising role.		✓