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| Role Profile – Supporter Care Assistant | |  | |
| **Reports to:** | **Supporter Care Administrator** | |
| **Accountable to:** | **Head of Supporter Engagement** | |

Main Purpose of Post

* To provide administrative support to the Supporter Care team and wider Income Generation directorate and to be the first point of contact for general income generation enquiries.

Specific duties and Responsibilities

1. Donorflex database
   1. Using a process within Donorflex, print thank you letter batches acknowledging the receipt of donations in line with agreed key performance indicators.
   2. Create new supporter records and amend existing records with name, address, contact details and gift aid status updates on Donorflex to ensure information is accurate and up to date.
   3. Record supporter marketing preferences and link corresponding evidence for compliance with GDPR so that we communicate with supporters by the method they prefer.
   4. Liaise with clinical services administration to receive information of deaths in the Hospice and Community settings. Update Donorflex records accordingly.
   5. Update Donorflex records with new and cancelled lottery players. Ensure new supporters are issued with a leaflet explaining how we will process their data.
   6. Assist with recording supporters who have either played the raffle, do not wish to receive any future raffle tickets or have advised of a change to their details.
   7. Locate Donorflex record numbers to assist with the Retail gift aid import.
   8. Assist with processing returned items of post by updating Donorflex records using the last known address functionality.
2. **In Memory events and initiatives specific support**
   1. Take the administrative lead and provide major support for the Hospice’s ‘in memory initiatives’ such as the annual Light up a Life event. This includes supervising volunteers who make up packs and ensuring accuracy of data entry so that supporters receive a correct personalised commemorative.

2.2 Liaise with a volunteer to arrange the engraving of copper leaves for The Tree of Life and record the process flow on Donorflex.

2.3 Interact with ward staff to promote and make them aware of private health claims. Meet with patients and families to establish if a claim can be submitted and work with them to make such a claim. Take the lead on liaising with the insurance companies to ensure claims are processed in a timely manner.

**3. General Administration and donor stewardship**

3.1 Be a first point of contact for telephone enquiries within the directorate. Determine the urgency of the enquiry and decide or advise on a course of action. Refer issues to relevant member of income generation staff or other departments if appropriate.

3.2 Take and process card donations over the telephone for Income Generation events and initiatives using CardSave.

3.3 Ensure the safe handling of incoming and outgoing post in accordance with Hospice policies and procedures.

3.4 Assist with donation paperwork filing and yearly archiving.

3.5 Assist with minute taking at the monthly Income Generation team meeting.

3.5 Provide the Marketing and Communications department with articles from newspapers referring to St Gemma’s Hospice.

**VALUES AND BEHAVIOURS**

St Gemma’s has a set of values and behaviours to improve the experience for our patients and our staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

Caring – Treating each person with kindness, empathy, compassion and respect.

Aspiring – continually learning and developing; striving for excellence in everything we do

Professional – Delivering high standards through team work, a skilled workforce and good governance

**General duties and responsibilities**

All St Gemma’s employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

*This Role Profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the postholder and employer.*