

Job description and person specification



About Care for the Family

Care for the Family was formed in 1988 with the aims of promoting and strengthening family life and helping those who are hurting because of family difficulties. It is a company limited by guarantee, registered as a charity and is governed by a board of trustees

Job title	Supporter Relations Team Member
Post level	4
Location	Tovey House, Newport NP10 8BA
Accountable to	Supporter Relations and Fundraising Manager

Job purpose	As part of the Supporter Relations Team you will deliver exceptional customer service to all internal and external customers. Ensure accurate processing of customer data and fulfilment of customer requests and orders. Build and maintain good relationships with our supporters and suppliers.
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Primary accountabilities	To deal with internal and external customer enquiries and requests quickly, efficiently and accurately, ensuring that all communication with customers are dealt with professionally and in keeping with the organisation's values and mission. This includes the processing, fulfilment and dispatching of customer orders.
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To maintain and process accurately information on Care for the Family's database for all customer requests and activity, including customer details, donations, order processing, event bookings and attendance records.

To make outbound telephone calls to our customers, supporters and regular donors, with specific focus on developing relationships, raising funds and promoting Care for the Family's mission and projects. This involves a variety of telephone campaign categories including fundraising and project awareness, capturing missing customer details, event promotion, customer satisfaction surveys.

To provide an excellent service to internal customers in supporting their role of delivering Care for the Family's mission through responding to office, equipment and IT needs.

Secondary	To provide administrative support to the Supporter Relations and Fundraising Manager and teams to help achieve a high standard of customer satisfaction for all customers. Working with other Care for the Family teams to ensure that customer information is processed and handled efficiently.
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Person specification

Knowledge skills and experience Essential:

- Educated to GCSE or NVQ equivalent, or have relevant work experience.
- Experience of customer service delivery and ability to understand customer needs and trends.
- IT literacy which must include experience of a CRM database application, Microsoft office applications, email clients and internet.
- Experience with IT equipment.

Desirable:

Experience of a telephone call centre environment including outbound telephone calls.

Strengths and qualities regarded as highly valuable to this role

You need to demonstrate and/or be developing strength in all the essential areas listed on the attached document "Care for the Family's standards and competency framework". All staff are expected to become proficient in making practical use of Birkman data – training in how to use it will be provided.

In addition the post holder will need to demonstrate particular strength in:-

- Attention to detail
- Excellent telephone manner
- Excellent verbal and written communication skills

Occupational requirement

Care for the Family is an organisation that has adopted a Christian ethos statement. Our Equal Opportunities Policy includes facility for justifying that certain posts have a occupational requirement that they may be occupied by people who can demonstrate a personal Christian faith. This particular post has such a occupational requirement attached to it.

Please read the following documentation which is shown on the jobs page of our website

1. Organisational chart
2. Care for the Family standards and competency framework

Terms and Conditions

This is a salaried, full-time, permanent position. Salary will be circa £17,500 p.a. The standard working week is 37 hours the weekly distribution of which will be agreed between the post holder and line manager. These hours exclude an unpaid lunch break of minimum length ½ hour to be taken each day between 12.00 and 14.00. The position is offered subject to the satisfactory completion of a three month probationary period.

Holiday entitlement is five weeks per annum, rising to six weeks after two years' continuous service, plus statutory holidays.

Care for the Family operates a group personal pension scheme and will contribute to an employee's plan, within the scheme, a monthly payment equivalent to 10% of their gross monthly salary once conditions for entry to the scheme have been met.