



SOS CHILDREN'S  
VILLAGES  
UNITED KINGDOM

**Title:** Senior Supporter Care Officer (individuals and groups)

**Reporting To:** Supporter Care Manager

**Direct Reports:** None

**Location:** Ravenscroft House, 59-61 Regent Street, Cambridge, CB2 1AB, currently homebased as per government Covid-19 guidelines.

**Salary:** Circa £26,000 per annum

**Contract:** Permanent

**Hours:** 35 hours per week

**About SOS Children's Villages UK:**

SOS Children's Villages is a global charity working to ensure that children everywhere have the right to grow up feeling loved, safe and supported. We work with children and families living through poverty, conflict, man-made and natural disasters to ensure children can have the childhood, and the life, they deserve. And by supporting them to grow into resilient and independent adults who can contribute to their communities, we are helping to bring about positive and lasting change.

SOS Children's Villages UK is part of an international federated structure of 140 local SOS Children's Villages Associations. Together, we work in 136 countries and territories worldwide to ensure that children grow up in a stable environment where they feel loved, safe and supported. Alongside our global reach, we take a local approach. Our programmes are locally planned and run by in-country SOS child-welfare experts. They understand the community because they are a part of it. They are cognizant of local customs, practices and belief-systems because they share them, or live amongst them. and they can help effectively because they have long-established relationships with local and national government bodies, suppliers and community leaders.

**SOS UK's values** are at the heart of everything we do, and they are:

- **Collaborative:** We work together to sustainably improve the lives of children and families
- **Authentic:** We are open, honest and transparent in everything we do
- **Learning:** We respect diversity, are open-minded, and listen and learn from others
- **Ambitious:** We want to achieve lasting change for children and families.

For more information, please visit [www.soschildrensvillages.org.uk](http://www.soschildrensvillages.org.uk) (UK office) and [www.soschildrensvillages.org](http://www.soschildrensvillages.org) (international office).

**About the Post:**

Reporting to the Supporter Care Manager, you will ensure excellent supporter care is provided to all SOS UK's Individual Giving supporter types, including sponsors, committed givers, cash supporters, community fundraisers, groups, challenge eventers, and general enquirers.

The role has a particular focus on cultivating mid- and high-value supporters, and legacy pledgers. With excellent communication skills and outstanding attention to detail, you will be self-motivated and capable of multi-tasking and prioritising.

### **Key responsibilities**

- Communicating with supporters in a prompt, helpful and professional manner via telephone, post, and email.
- Thanking donations in accordance with the supporter care strategy and donor journeys. Sourcing information and case studies for thank you communications.
- Directly negotiating with supporters who want to cancel their regular donations, attempting to reactivate recently lapsed supporters and helping to develop cancellation and retention strategies.
- Maintaining a central overview of, and managing the communication cycle and engagement plans for, mid- and high-value supporters. Ensuring and developing appropriate stewardship and tailored communications either directly or by co-ordinating with a donor's SOS communications lead.
- Working closely in collaboration with the Senior Development Manager (who works in the Corporate Partnerships team) to jointly lead on the production and delivery of regular online supporter events, ensuring good cross-selling across the team.
- Supporting the development and implementation of a legacy marketing programme for UK supporters.
- High quality stewardship of legacy pledgers and enquirers in accordance with their donor journey.
- Ensuring timely creation and distribution of fundraising and awareness materials and project updates to existing supporters and volunteers.
- Supporting the development and implementation of a Mid- and High-value supporter programme, including prospecting, research, developing bespoke stewardship plans and identifying opportunities to upgrade support levels; working closely with the Senior Development Manager responsible for Major Donor account management, to ensure a seamless transition where there is potential.
- Supporting the regular review of donor communications, FAQs and relevant website sections, to ensure that all supporter materials are kept up to date.
- Contacting supporters to ensure that we have their most up to date details.
- Inputting data into the CRM system, ensuring that data is coded and processed correctly and that all supporter queries are logged accurately.
- Undertaking data cleansing tasks within the CRM.
- Preparing data briefs and checking data for campaigns as required.
- Writing supporter care response handling briefs.
- Developing briefing materials for the Communications team.
- Providing reactive support to individual supporters who enter challenge events or those who raise funds from community groups.
- Attending and presenting at on- and offline supporter events as required.

- Supporting the development of, and implementing, the sponsorship programme to include liaising with the International Office on supporter matches, data processes, writing child profiles, fulfilment of welcome packs and updates as required.
- General administration as required by the Supporter Care Manager.

**Other:**

- Keeping abreast of relevant procedures and documentation from international colleagues.
- Implement the Equal Opportunities Policy into daily activities.
- Be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately when you become aware of it.
- Keep abreast of key supporter care trends and issues and the regulatory environment. Ensuring that standards are set, procedures followed, and issues acted upon or communicated to all staff and others as appropriate.
- Ensure the Code of Fundraising Practice is followed, as stipulated by the Fundraising Regulator and best practice is adhered to.
- Understand and follow child safeguarding procedures.
- Undertake any other duties as may reasonably be required in this post.

**PERSON SPECIFICATION**

**Essential:**

- Demonstrable experience with supporter care, individual giving and mid- or high-value donors.
- Excellent communication skills both written and verbal.
- Excellent attention to detail.
- Excellent data skills.
- Strong organisational skills with ability to manage multiple tasks by prioritising effectively.
- A hands-on approach to all aspects of the job.
- Ability to plan and report on activities.
- Good interpersonal and team working skills, with an ability to work independently.
- Self-starter with an ability to work to targets and deadlines and able to work under pressure.
- Willingness to work flexibly, and occasionally outside normal office hours.
- Desire to evaluate and implement change to improve processes.
- Computer literate and confident in using all MS Office software.
- Experience in working with CRM systems, such as Salesforce.
- Project management.

**Personal Attributes / Qualities:**

- Supporter focused.
- Trustworthy, patient, flexible, enthusiastic and a good relationship builder.

- Enjoy working as part of a team.
- Open to new ways of working, learning new tasks and skills as required.
- Committed to having meaningful interactions and building relationships with supporters.
- Driven by the desire to give our supporters an excellent supporter experience.

## Further information

*SOS Children's Villages UK is an equal opportunity employer that is committed to encouraging equality, diversity and inclusion in the workplace, and eliminating unlawful discrimination within all employment practices within our organisation. Discrimination and harassment of any kind based on any protected characteristic is prohibited, and recruitment decisions are based on experience, qualifications, merit, and business needs at the time.*

*Upon conditional offers of employment, professional references and a self-declaration & disclosure form are required as part of the safer recruitment procedure in our Safeguarding Policy. A Disclosure and Barring Service (DBS) check will also be required.*

### To apply:

Please email a copy of your CV and covering letter of no more than 2 A4 pages with the titles "your name cover letter" and "your name CV" to Craig Mullaly, Director of Individual Giving, at [careers@sosuk.org](mailto:careers@sosuk.org)

**The deadline for applications is 9am on 8<sup>th</sup> February 2021.**

**Interviews will be conducted virtually via Microsoft Teams**

## Benefits of working at SOS Children's Villages UK

- 25 days annual leave entitlement, plus 8 paid bank holidays and non-bank holiday working days during the office closure between Christmas and New Year are treated as additional paid time off.
- Employee Assistance Programme
- Cycle to Work Scheme
- Life Assurance Cover
- Pension Scheme Membership
- Contractual sick pay
- Flexible working
- Statutory maternity & paternity pay
- Charity/Volunteer Days a maximum of 2 days per annum
- Travel loan
- Sabbatical leave
- Training & Development policy

## Additional resources

- SOS Children's Villages UK organogram (see below)

- SOS Children's Villages UK latest Annual Report

<https://www.soschildrensvillages.org.uk/about-us/facts-and-figures/annual-report>

- Why work for SOS UK

<https://www.soschildrensvillages.org.uk/news/latest-news/blogs/why-work-for-us>

