



SOS CHILDREN'S  
VILLAGES  
UNITED KINGDOM

**Title:** Supporter Care Officer

**Reporting To:** Supporter Care Manager

**Direct Reports:** None

**Location:** Ravenscroft House, 59-61 Regent Street, Cambridge, CB2 1AB

**Salary:** £23,200 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, and general enquirers. With excellent communication skills and

good attention to detail, you will be self-motivated and capable of multi-tasking and prioritising.

### **Key responsibilities**

#### **Day to day**

- Responding to supporter queries in a timely and professional manner by telephone, email and post.
- Responding to queries from supporters from our Face-to-Face and Door-to-Door fundraising.
- Managing the sponsorship@ and hello@ email channels.
- Processing and thanking donations in accordance with the supporter care strategy and donor journeys. Ensuring that all communications are regularly updated.
- Implementing the welcome process for new sponsors and their ongoing donor journey (welcome packs and letters, writing profiles and departures).
- Communicating via telephone, post, or email with supporters who wish to change their donations in a prompt, helpful and professional manner.
- Ensuring that supporter donations are filtered to the correct team in a timely fashion.
- Providing administrative support for all donor processes.
- Supporting the regular review of donor communications and FAQs, to ensure that all supporter materials are kept up-to-date.
- Keeping child data up-to-date.
- Regularly reviewing donor and sponsorship processes and actively looking for improvements to the system.
- Reviewing and automating processes where possible.
- Inputting data into the CRM system, ensuring that data is coded and processed correctly and that all supporter queries are logged accurately.
- Directly contact supporters to ensure that their data is kept up-to-date.
- Undertaking data cleansing tasks within the CRM system.
- Provide feedback from supporters to relevant teams.
- Keeping abreast of relevant procedures and documentation from international colleagues.

#### **Other:**

- 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.
- Undertake any other duties as may reasonably be required in this post.
- Understand and observe child safeguarding procedures.

## **PERSON SPECIFICATION**

### **Education and Qualifications:**

A level education

### **Essential:**

- Demonstrable experience of supporter care or customer service.
- Excellent communication skills both written and verbal.
- Strong organisational skills with ability to manage multiple tasks by prioritising effectively.
- Ability to plan and report on activities.
- Good interpersonal and team working skills, with an ability to work independently.
- Computer literate and confident in using all MS Office software.
- Self-starter. With an ability to work to targets and deadlines and able to work under pressure.
- Willingness to work flexibly, if required.

### **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 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 Tracey McCluskey, Supporter Care Manager, at [careers@sosuk.org](mailto:careers@sosuk.org)

**The deadline for applications is 9am Monday 21 February 2022.**

**Interviews are expected to be conducted virtually via Microsoft Teams in the week commencing 28 February 2022.**

## **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](#)
- [Why work for SOS UK](#)

