

Job Title: Supporter Care Officer

Organisation: SOS Children's Villages UK

Location: Hybrid (minimum 2-days per week in the office) or Office-based (Cambridge UK, CB2 1AB).

Please note: This position is only open to candidates who are residing in the United Kingdom and possess the required legal right to work in the UK. We are unable to sponsor work visas.

Salary: £25,000 - £27,000 per annum, dependent on experience

Contract: Permanent

Hours: 35 hours per week (Full-time); Monday – Friday. Flexible working options can be considered.

Reporting To: Supporter Care Manager

Direct Reports: None

How to apply: Submit your CV and a cover letter to careers@sosuk.org telling us why you would be a great fit for this role. **Apply as soon as possible; we will review applications as they are received, and interview accordingly until the position is filled.** Application details on page 5.

About SOS Children's Villages UK

SOS Children's Villages UK is part of a global federation operating in over 130 countries and territories around the world. Founded in 1949, SOS Children's Villages is the world's largest non-governmental organisation focused on supporting children and young people without parental care or at risk of losing it. We exist to ensure that every child has the bonds they need to become their strongest selves.

Together we work to fund, develop, and implement a comprehensive range of holistic programmes that work to break the cycle of child neglect, abuse, and exploitation. In 2022 SOS Children's Villages UK, supported vulnerable children in 115 countries.

We ensure children and young people have the bonds they need by preventing families from breaking down, protecting children, and advocating for children and young people. We empower individual children, young people and families, and develop a range of quality programmes and services suited to their individual needs and local contexts.

We work in four main areas:

- Strengthening families
- Caring for children
- Youth employability and education



- Protecting children in emergencies

As a child, you need someone who truly sees you – who stands by you no matter what. Someone who holds you close when you are small and believes in you when you are ready to step into the world. **This is why we're here.**

Our purpose

A child that feels safe, loved and respected has the power to change the world. SOS Children's Villages UK exists to ensure that no child grows up alone, and that every child grows up with the bonds they need to become their strongest selves.

Each child is unique – they have their own needs, come from different circumstances, and possess an individual potential for impacting the world. We work with each child, so their voice is heard, and they have a say in the care and support they receive.

Right now, 1 in 10 children worldwide are at risk of growing up alone. SOS Children's Villages works with the world's most vulnerable children, providing essential support to families and children who are at risk of separation and protecting children who have lost parental care from further harm.

Our values

SOS Children's Villages UK's values are at the heart of everything we do.

- Courage
- Commitment
- Trust
- Accountability

For more information, please visit www.soschildrensvillages.org.uk (UK office) and www.sos-childrensvillages.org (international office).

About the Role:

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 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 regular givers and one-off donors.
- Communicating via telephone, post, or email with supporters who wish to change their donations in a prompt, helpful and professional manner.
- Calling supporters who have missed a regular donation to thank, and reinstate their support, where possible.
- Responding to cancellations of donations and asking supporters to continue their support where possible.
- Processing and thanking donations in accordance with the supporter care strategy and donor journeys. Ensuring that all communications are regularly updated.
- Preparing and sending supporter updates to regular givers.
- Thanking and supporting our community fundraising efforts, including Just Giving, GoFundMe, schools and groups.
- Representing the charity at small community events to thank for donations, which will include some presenting.
- 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.
- Regularly reviewing donor processes and actively looking for improvements to the system.
- Reviewing and automating processes where possible.
- Inputting data into the CRM system (Salesforce), 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 and external agencies.

Other:

- Implement the Equal Opportunities Policy into daily activities.
- Develop professionally through training and guidance.
- 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.
- Understand and follow all SOS Children's Villages UK protocols and processes in line with the employee handbook.
- Actively participate in team meetings, contributing valuable insights and feedback.
- Promote a culture of continuous improvement, seeking feedback and recommending enhancements to existing processes.
- Undertake any other duties as may reasonably be required in this post.

PERSON SPECIFICATION

Essential:

- Demonstrable experience or interest in supporter care or customer service.
- Excellent communication skills both written and verbal.
- Excellent telephone skills.
- 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.
- Comfortable with presenting to community groups

Desirable:

- Experience of using CRMs
- Interest in a career in Supporter Care in a charity setting

Personal Attributes / Qualities:

- Supporter-focused
- Organised and capable of multi-tasking
- Keen to learn.
- 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.

Next Steps

Ready to join our team? 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

Applications will be reviewed as they arrive so do apply as soon as possible.

Interviews will be conducted virtually via Microsoft Teams or at our Cambridge office

We're excited to hear from you!

Benefits of working at SOS Children's Villages UK

- A vibrant and supportive team that believes in collaboration and innovation, where individuals are trusted and supported to achieve their objectives and work independently.
- A role where your contributions impact the lives of children worldwide.
- A commitment to your personal and professional development.
- Flexibility in working hours and the opportunity for remote work.
- An excellent benefits package including:
 - 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.
 - maternity & paternity pay.
 - Charity/Volunteer Days a maximum of 2 days per annum.
 - Travel loan.
 - Sabbatical leave.
 - Training & Development policy.



SOS CHILDREN'S
VILLAGES
UNITED KINGDOM

Additional resources

- [SOS Children's Villages UK organogram](#) (see below)
- [SOS Children's Villages UK latest Annual Report](#)
- [Why work for SOS UK](#)

