# 

# Job Description

## General Information

**Job Title: Supporter Care Officer**

**Team: Supporter Care**

**Department: Fundraising**

**Job Location: Andover Based**

**Reports to: Supporter Care Manager**

**Number of Direct Reports: 0**

**Number of Volunteer Reports: 0**

**Financial Responsibility: Handling cash and banking**

**Matrix Reporting Lines to: N/A**

**Level of Disclosure Check Required and Related Workforce:**

Enhanced

## Overall Purpose

Every day, around 300 people are diagnosed with macular disease. It’s the biggest cause of sight loss in the UK. Macular disease is cruel and isolating. It steals your sight, your independence, and your ability to do the things you love. There is only one way to Beat Macular Disease for good. We must fund more research now, until we find a cure, or find treatments that stop it in its tracks.

The Macular Society is working to deliver our ultimate ambition – to Beat Macular Disease for the next generation. We are determined to end the fear and isolation of macular disease with world-class research and the best advice and support.

The Supporter Care Officer will ensure supporters, donors, volunteers and members of the public have a positive and memorable experience of contacting the Macular Society by coordinating across colleagues and partner organisations to deliver an exceptional level of customer care that deepens relationships with our supporters.

**Organisation Chart (As a picture):**

**Organisation Chart (Word Version):**

Organisation chart shows at the top the chart the Associate Director of Fundraising & Marketing with one job title reporting into them: Head of Individual Giving, with one job title reporting into them: Supporter Care Manager, and then five Supporter Care officers reporting into the Manager.

## Key Accountabilities of the Role

* To develop an extensive knowledge of the Macular Society’s activity, in order to engage existing and potential supporters, and signpost into other fundraising areas, where appropriate.
* To be the first point of contact for supporters and members of the public contacting the Macular Society. Ensuring the supporter is at the heart of every interaction, responding effectively to enquiries whether this is over the phone, email or post.
* To promptly and accurately record all conversational and transactional supporter communications on the database, to facilitate a comprehensive view of individual supporter relationships and ensure a clear audit trail of associated activity.
* To actively identify, analyse, troubleshoot and share information regarding operational issues, in particular those impacting upon supporter experience, working closely with colleagues to improve systems and processes
* To promptly process and thank supporter donations via a range of payment methods, making sure that donations are processed accurately, and all thank you letters are sent out no later than 3 days after gift is received
* To promptly and accurately process shop and ensuring that supporter’s needs are met
* To develop an understanding of the BACS Direct Debit Scheme to accurately administer Direct Debits and provide informed guidance to supporters in relation to their regular gift.
* To develop an in-depth knowledge of Gift Aid to promote this to supporters and accurately fulfil declarations, helping maximise Fundraising income.
* To assist with the preparation and delivery of internal and external HMRC Gift Aid audits, including collating data and obtaining up to date donor declarations.
* Act as first point of contact for any visitors to the Macular Society office and deliver a warm welcome.
* To develop an in-depth understanding of the Macular Society’s brand and ensure all Supporter Care communications are carried out in line with brand guidelines.
* To ensure that all cheques and cash income are banked promptly and that all financial transactions are balanced and reconciled.

All employees will be expected to comply with Macular Society terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies etc. and relevant external regulations.

## Competencies

1. Supports their team and colleagues

2. Works well with others across the Macular Society

3. Is committed to quality and service

4. Understands how the Macular Society operates and follows agreed procedures

5. Delivers their objectives and core activities as required

6. Takes responsibility for their own performance and development

7. Demonstrates the Macular Society values

**Person Specification**

Essential:

* Proven experience in a fast-paced customer care role
* Good telephone manner
* Ability to empathise with others and handle difficult situations with sensitivity and diplomacy
* Experience of handling a large volume of calls and emails
* Experience of processing and inputting data with high levels of accuracy
* Experience of working with in-house databases or excel
* Experience of working with third party payments and Customer Relationship Management system
* Flexible with ability and openness to take on additional tasks, as and when required
* Proven experience of analysing, investigating and resolving complex complaints and enquiries
* A positive can do and hands on approach.
* Excellent team working and collaborative working skills and the ability to develop effective partnerships.
* Commitment to high standards in all areas of work.
* Ability to work independently under own initiative and cooperatively as part of a team
* Ability to multitask and prioritise multiple projects and work streams.
* Strong IT skills including Microsoft Word, Outlook and databases.

Desirable:

* Experience of working in the charity sector
* Experience working with Microsoft Dynamics 365

Eligibility to work in the UK:

Proof of identity and eligibility to work in the UK.

Volunteering:

From time to time, you may be asked to support/volunteer your time (TOIL available) at Macular Society events that take place outside of normal working hours.

Safeguarding:

The Macular Society is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all our employees and volunteers to demonstrate this commitment.

The post holder is required to carry out other such duties as may  
reasonably be required, commensurate with the grade of this post. All  
employees will be expected to excel in being supporter centric,   
demonstrate advocacy for the Macular Society at all times and be a fundraiser.  
  
This job profile is accurate as at the date shown below. In consultation  
with the post holder it is liable to variation by management to reflect  
or anticipate changes in or to the role.

**Annual leave: 26 days plus bank holidays (pro rata for part time)**

**Based: Andover**

**Contract Type: Permanent**

**DATE OF EVALUATION: APRIL 2025**