

# Role Profile: Supporter Experience Manager



## What you will do

- The role is responsible for the day-to-day management of the Supporter Care team and development and implementation of long-term supporter experience, ensuring the provision of excellent customer service to all supporters across multiple fundraising activities, overseeing the Supporter Care vision and direction of the team.
- As directed, deliver excellent supporter experience, leading on the ongoing improvement of supporter journeys across the Fundraising department.
- Be the key supporter experience lead on all key projects across fundraising and the wider organisation where required.

## About you

An experienced supporter care manager who wants to join a dynamic, growing team that is passionate about making the UK the best place to live for people with a learning disability.

## What you will bring

- Excellent leadership skills, ability to coach a team to achieve shared goals and positive personal development
- Ability to work at pace and manage complexity and ambiguity
- Excellent problem solving, proactive and solution focussed
- Self-motivated, effective time management skills, ability to effectively manage own workload as well as that of others. Able to delegate across a range of areas.
- Expert complaint management skills, the ability to handle negative and positive feedback of varying severity
- We expect leaders to have an interest in and desire to know more about learning disability and role model this to their teams

## Your knowledge & experience (essential)

- Knowledge of fundraising supporter journeys and how to achieve excellent support experience
  - Good understanding of sector regulation, including the FR Code of Practice, GDPR and DPA2018
  - Practical knowledge of the Gift Aid scheme and Direct Debit regulations
  - Proficiency in MS applications
- (desirable)**
- Experience of Salesforce CRM and Marketing Cloud
  - Project management experience

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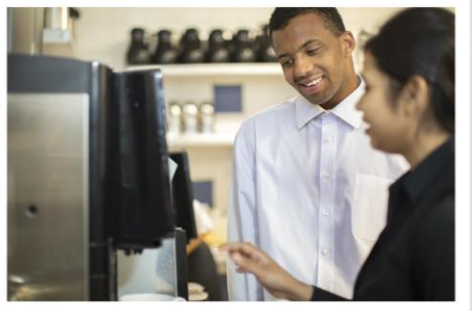


## About the Role

**Hours:**  
37.5 Monday-Friday

## Key Responsibilities

- Ensure enquiries by phone, email, letter are responded to in a timely manner according to agreed SLAs, ensuring supporter needs and engagement opportunities are met.
- Ensure Supporter Care business processes are optimised, efficient, cost effective and in line with best practice and compliance.
- Work in partnership with the CRM team to manage all income processing, ensuring processes and SLAs are followed and all Finance deadlines are met.
- Act as the Fundraising point of contact with the Quality Team for Fundraising focussed complaints and compliments, ensuring all colleagues follow procedure and process.
- Working with the Fundraising Operations lead you will ensure compliance with current data protection legislation (DPA 2018 and GDPR), the Code for Fundraising Practice HMRC guidance and applicable sector regulation.
- Ensure you, your team and colleagues follow best practice and Mencap policies when managing all supporter data.
- Manage and support team members with learning disabilities.
- To work collaboratively and positively with colleagues across RMS with particular emphasis on supporter experience and development of supporter journeys.
- Proactively network and influence external partners, stakeholders and decision makers at industry events and Mencap activities, by acting as an ambassador for Mencap, ensuring high profile recognition.
- Deputise for the Fundraising Operations Lead where required.
- To undertake any other reasonable duties as required.



## More information about the role

**Job Title:** Supporter Experience Manager

**Report to:** Fundraising Operations Lead

**Line reports:** Senior Supporter Care Officer, Supporter Care Officer

**Department:** Fundraising

**Location:** (London office) with home working

Flexible approach to home and office working, with two days per week in the London office. Mencap also offers flexible working hours.

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

## What will Mencap give you

24 days annual leave + all UK Bank Holidays

Amazing benefits + pension

Full support in the role and training opportunities

Flexible working options

## How to apply

Please apply with CV and cover letter outlining response to 3 questions (no more than 300 words per answer)

- 1) Why do you want to work for Mencap?
- 2) Tell us about a time where you have led a team to enhance supporter experience in a previous role
- 3) Based on your understanding of the role, why would you be a brilliant Supporter Experience Manager at Mencap?



## Who you can expect to work with

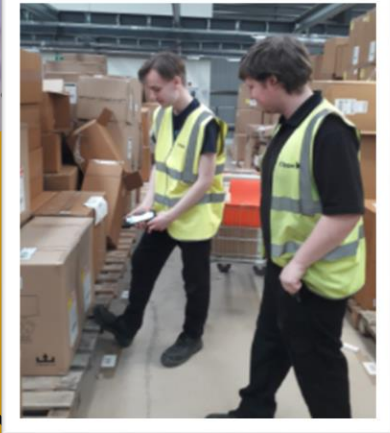
Colleagues  
with a  
learning  
disability

Fundraising  
Teams

Finance,  
L&D, and  
HR Business  
Partners

Data and  
Insight  
Teams

Other teams  
across  
Mencap



## Mencap's values and how they apply to this role

We are  
**Passionate**  
about making  
the world a  
better place

You will have a genuine passion for improving the lives of people with a learning disability.

We are  
**Inclusive**  
of everyone

You will advocate for inclusion, work collaboratively and be a positive role model for others.

We are  
**Brave**  
we challenge  
and try new  
things

You will use your role to write compelling narratives, be innovative, and push boundaries.

We are  
**Positive**  
in our work  
and with each  
other

You will celebrate successes and share stories about how our supporters are making a difference.

We are  
**Kind**  
to everyone

You will be kind, supportive and encouraging to everyone you interact with.