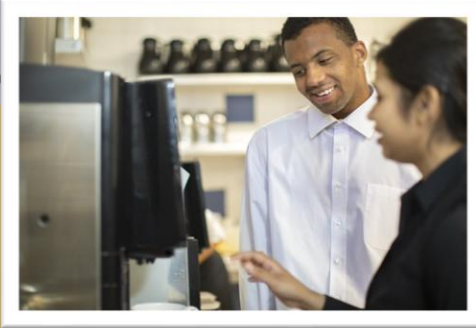


Role Profile: Supporter Care Officer



What you will do

- Working as part of the Fundraising Operations team you will be responsible for delivering exceptional Supporter Experience to our supporters. You will be our first point of contact, dealing with donations, queries and complaints in a timely and effective manner.
- You will build exceptional internal relationships with internal customers across the fundraising directorate for whom you will be processing fundraising income, providing updates and ensuring our supporters receive the highest quality supporter care.
- You will ensure that all income and data processes meet all fundraising regulatory compliance and Mencap's best practice.
- Provide support to the Senior Supporter Care officer with the support of 2 colleagues with a learning disability.

About you
You believe in supporting people to achieve their dreams and aspirations

What you will bring

- A commitment to Mencap's values.
- Ability to manage multiple tasks, work to deadlines and effectively manage priorities.
- Excellent communication skills and the ability to build positive relationships internally and externally.
- Excellent organisational skills and attention to detail.

Your experience

- Administration Experience.
- Customer Care experience.
- Previous experience of working in a similar, fast paced environment.
- Experience of working with varied stakeholders at different levels.
- Experience using Salesforce is preferable but not essential.
- MS Office proficiency.

Role Profile: Supporter Care Officer

mencap



More information about the role

- Ensure enquiries by phone, e-mail and letter are responded to in a timely manner according to agreed SLAs, working collaboratively with the CRM and Finance teams to ensure all income is processed in a timely manner and all deadlines are met.
- Always deliver excellent supporter experience, ensuring we maximise opportunities to thank and enhance supporter experience.
- Process Supporter data accurately and efficiently in accordance with Mencap's ethical fundraising policy and data protection guidelines and store documentation accordingly.
- Record all supporter comms and interactions on the Salesforce CRM accurately and in a timely manner.
- Process on-line and offline donations and thanking, ensuring that all relevant SLAs are met.

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

- A rewarding and challenging role where you can make a positive impact on the lives of people with a learning disability
- Passionate and driven colleagues that work to Mencap's values.

How to apply

- Please apply with an up to date CV that demonstrates your skills and experiences relevant for this position.
- If you require any further information please contact our Recruitment Team on 01733 246 699

Who you can expect to work with

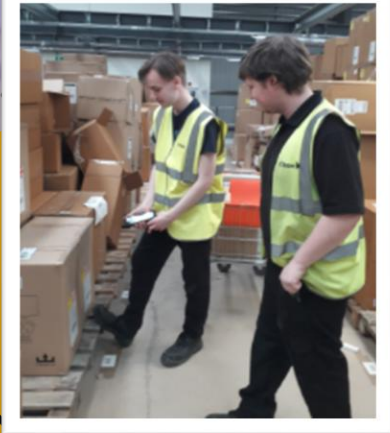
People with
a learning
disability

External
employers

Employment
team
colleagues

Families and
carers

Local
communities
and services



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 changing the lives of people and supporting their transition into work.

We are
Inclusive
of everyone

You will advocate for inclusion in the workplace and be a positive role model for the people we support.

We are
Brave
we challenge
and try new
things

You will encourage people to try new things and step out of their comfort zone, being brave when faced with challenges.

We are
Positive
in our work
and with each
other

You will highlight and celebrate how unique each person is. You will positively approach their journey into employment.

We are
Kind
to everyone

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