



Supporter Services Officer - Job Description & Person Specification

Sense single salary point:

Location: 101 Pentonville Road, London N1 9LG

Responsible to: Supporter Services Manager

Responsible for: n/a

About Sense

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that's tailored to the individual needs of each person, whether that's at our centres, through our holidays and short breaks, or in people's own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.



About the Sense Supporter Services team

The Supporter Services team is responsible for managing and maintaining positive relationships with our supporters. We do this primarily through timely and effective income processing, quick and informative donor communications and a deep understanding of what Sense is doing to engage with the public.

About the role

Objectives

This role is vital for the Engagement Department and the charity as a whole – it makes sure that supporters have an outstanding experience of supporting Sense and know how much they are valued. No day will be the same, with a mixture of in-and-outbound calling, gift processing as well as working on our database to accurately capture interactions with our supporters. You will build relationships with colleagues across the organisation to develop knowledge about the Engagement team in order to deliver first class responses to our supporters via all channels of communication. You will also work with the Supporter Services Manager to improve cross team working across Engagement and Individual Giving. You will be joining the Supporter Services Team at an exciting time as we prepare for moving to our new database, Dynamics.

Key responsibilities

Delivering excellent Supporter Care to all Sense supporters

- Be the first point of contact for all supporter and customer care queries and record the interactions on our database
- Deliver an excellent supporter care experience by responding to all incoming enquiries from supporters and prospective supporters (phone, e-mail, and post) within agreed timescales and in line with agreed briefs and procedures
- Support, advise and support any necessary training of the Supporter Services Assistants to ensure a consistently high level of supporter care and accurate gift processing.



Accurate Gift Processing and Recording on our database

- Work with our Customer Relationship Management database – currently Raiser's Edge but shortly changing to Dynamics – to accurately process gifts, amend supporter records and keep record of communications with supporters.
- Accurately process fundraising income, including cheques and cash, legacy, direct debits and from online donation platforms within agreed timescales and in line with provided procedure.
- Work closely with the database team to ensure that Supporter Services have the relevant information and codes to record accurately on the database.

Building Relationships within the team and across the Organisation

- Work with the Supporter Services Manager to create, update and document processes regularly to ensure that the Supporter Services Team is working accurately and efficiently.
- Report on feedback from supporters and share across the Engagement team to ensure that supporters are at the heart of the Engagement team.
- Develop strong working relationships with key stakeholders (internal customers) in the organisation to ensure that we are supporting them appropriately and proactively in all aspects of Supporter Services.
- Support the Supporter Services Manager on projects from time to time.

Person specification

Knowledge and Experience

- Experience of working in a busy customer or supporter service environment, including:
 - handling of enquiries and complaints
 - dealing with difficult and/or sensitive calls
- Experience of using Raiser's Edge or Dynamics or similar Customer Relationship Management database.
- Experience of working in a charity fundraising environment.
- A demonstrable commitment to enabling an inclusive and diverse workforce to reflect our community.



- A commitment to people with complex communication and Sense's vision and values; a willingness to learn how to communicate with people with complex communication and identify the barriers to their participation in all aspects of Sense's work.
- Demonstrable extensive experience of providing excellent telephone based supporter and customer care and understanding of its importance.
- Proven experience of developing and maintaining administrative systems.
- A high level of literacy and numeracy

Skills

- Good working knowledge of MS office, especially Word, Excel and Outlook
- Excellent communication skills – written and verbal.
- Excellent listening skills and ability to think on your feet.
- Excellent attention to detail, especially when entering data.
- A team player, with the ability to use initiative and to understand department needs to prioritise workloads effectively.

Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities, is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

Other information

- This job description does not form part of the employment contract.
- This post is not exempt from the Rehabilitation of Offenders Act.

February 2025