



Supporter Care and Stewardship Officer Job pack

March 2024

Three overlapping geometric shapes in teal, purple, and blue, arranged in a cluster on the left side of the page.

Welcome

Thank you for your interest in joining Barts Charity.

Barts Charity's vision is to provide life-changing improvements to health for the people of East London. Thanks to the passion and dedication of our Barts Charity team we're able to make awards of £30m each year to help deliver this, and I'm extremely proud to be part of this team and of everything we've achieved so far.

The pandemic brought unimaginable challenges for the whole country and brought into sharp focus the valuable work carried out by the NHS and its staff. Despite being one of the worst hit trusts in London, our partner Barts Health NHS Trust has proved itself as a leader in clinical care, commanding London's response to the pandemic and significantly boosting the capital's capacity to deal with the crisis by rapidly restructuring and adding critical care volume across all hospital sites.

Throughout, Barts Charity has provided vital funds to Barts Health to support NHS staff health and wellbeing, including psychological support and refurbishing on-call accommodation and breakout areas. Now we are looking towards the future and projects which have the potential to be transformative in healthcare, and that will address inequalities prevalent in our communities and highlighted by the pandemic.

At Barts Charity we have not yet fulfilled our full potential in public fundraising, so we want to transform our approach and significantly grow revenue from this area to enable us to achieve much more for the people of East London. Mass fundraising can deliver sustainable and predictable income from an audience who have an affinity with the hospitals and the work that we support so we would like to build on our community of warm supporters who could become lifetime advocates of Barts Charity. As the Charity for Barts Health, the UK's second largest NHS Trust, we support the five hospitals in east London with over 16,000 staff and in excess of £1.5m outpatients p.a, - so there is a huge opportunity for us to reach a greater audience and extend our impact.



Ilia Ralphs
Director of Fundraising

We are seeking a Supporter Care and Stewardship Officer to join the Public Fundraising Team, to support the team in their delivery of a range of fundraising, stewardship and events activities and support by recording and updating team processes. This is a great opportunity for those looking to gain experience working in a fundraising team across a broad selection of disciplines – challenge events, community FR and individual giving - by providing excellent supporter care and stewardship. It will be pivotal in the future activity of the Fundraising team, helping it to run smoothly and efficiently so we can achieve our fundraising goals.

We look forward to hearing from you.





About us

Barts Charity



About Barts Charity

For healthy East London lives

As East London's oldest healthcare charity, we've been at the forefront of advancing healthcare for hundreds of years. The hospitals we support strive to provide excellent care to their patients. Yet too many people's lives in East London are affected by ill health. At Barts Charity we have East London in our hearts and we want healthier, longer lives for everyone in our community.

Together with our partners we make better healthcare possible, funding brilliant ideas and ground-breaking research to transform lives. We invest in inspiring people and projects that have the greatest impact on the health and lives of local people. And as our local community is one of the most diverse places to call home, what makes a difference in East London has the potential to touch lives across the world.

As the dedicated charity for Barts Health NHS Trust, we support St Bartholomew's, Whipps Cross, Newham, Royal London, and Mile End hospitals, as well as the Faculty of Medicine and Dentistry at Queen Mary University of London. We also support researchers at the School of Health Sciences at City, University of London.

We are committed to investing around £150 million in new projects over the next five years in key areas of research and healthcare.

We are committed to

Professional development

At Barts Charity we like to nurture our talent so upskilling our people with continuous learning is important to us. We work hard to make sure Barts Charity is a rewarding and inspiring place to work. We ensure that individuals, groups and the whole team have learning and development opportunities so that staff make the best contribution they can, enjoy good job satisfaction and progress their careers.

We offer regular all-staff training session, as well as individual training opportunities. Our programmes encompass a wide range of skills, including both hard and soft skills. Recent examples of our training modules include Unconscious Bias, Being Assertive in the Workplace, Project Management and Presentation skills.

Mental wellbeing

We are committed to supporting the mental health of our staff; we seek to provide a supportive culture where conversations about mental health challenges are normalised and staff can get access to external support services at any time using our Employer Assistance Programme.





About the role

Supporter Care and
Stewardship Officer



Job description

Job title	Supporter Care and Stewardship Officer
Contract	Permanent
Department	Public Fundraising
Reports to	Supporter Care and Database Manager
Key relationships	Fundraising, Finance, Marketing & Communications, Barts Health NHS Trust
Job purpose	Manage correspondence with supporters, provide brilliant stewardship and administer fundraising database accurately to support the growth of the charity's public fundraising offer



Terms of employment

Salary	circa £34k
Contract	Permanent
Location	Ground Floor, 12 Cock Lane, London EC1A 9BU – Hybrid working, 3 days at home, 2 in the office (Tuesdays and Wednesdays). We are a fully accessible office.
Annual leave	27 days plus bank holidays
Pension	8% employer's contribution, deferred membership for 3 months
Other benefits	Subject to completion of 6-month probation: <ul style="list-style-type: none">• Interest free travel season ticket loan• Private healthcare insurance (taxable benefit in kind)• Employee Assistance Programme• Social events within office hours



About the role

This is an exciting time to be joining our Public Fundraising team as we grow and become an ever-increasing part of the charity's wider 2022-2027 Strategy, including several new activity areas and revised funding schemes. Our new strategy will continue our significant £30 million per year funding programme and deliver on ambitious fundraising and public awareness campaigns.

The Supporter Care and Stewardship Officer will play a key role in building and maintaining relationships with our supporters, contributing to the delivery of effective supporter journeys and providing efficient and accurate income processing. You will work closely with the Supporter Care and Database Manager to continue to develop our Supporter Care offering as well as supporting across our Public Fundraising team.





Key areas of responsibility

- Act as the first point of contact for supporters, handling a wide variety of enquiries via e-mail, telephone and post.
- Record and respond to complaints in line with the charity's policies and procedures.
- Take donations by telephone, recording all information accurately and ensuring that correct procedures are followed.
- Administer the sending of thank you communications to donors, including next of kin and funeral directors for in memory giving.
- Record all supporter data accurately, including information required for Gift Aid claims.
- Take responsibility for the day-to-day processing of donations from multiple sources, including online, post, cash and direct debits, using data imports or manual entry, as required.
- Seek and implement improvements to day-to-day processes and maintain procedure notes as processes change.
- Work with the Finance team on reconciliation of income and any queries about donations
- Work with Major Giving team to ensure relevant donations are flagged in a timely manner
- Assist with reporting and data analysis, as directed by the Supporter Care and Database Manager.



Three overlapping geometric shapes in teal, purple, and dark blue, arranged in a cluster on the left side of the slide.

Key areas of responsibility

- Work with the Events and Community Fundraising Managers to respond to fundraiser requests and send fundraising materials as well as proactively steward supporters and keep them engaged with our work
- Give supporters an excellent experience of the Charity by identifying opportunities for stewardship that go above and beyond
- Be a point of contact support for hospital staff and volunteers, providing a link between the Trust and the Public Fundraising team
- Support the monitoring and maintenance of fundraising assets on site, to include displays, literature, collection tins and contactless 'tap to donate' technology.
- Be a positive and supportive colleague, contributing positively to the development of team strategy and wider organisational goals.
- Proactively engage in learning and development opportunities to build knowledge, skills and experience.
- Maintain a good understanding of the work and impact of Barts Charity and Barts Health NHS Trust. Be a passionate ambassador for the Charity.
- Be aware and maintain understanding of relevant fundraising best practice, including but not limited to the Fundraising Code of Practice, GDPR, and Gift Aid.
- The above list of responsibilities is not exhaustive. From time to time, the postholder may be required to carry out other such duties that are broadly consistent with the role, as reasonably requested.





About you

Who we're looking for



A decorative graphic in the top left corner consisting of three overlapping right-pointing chevrons in teal, dark blue, and purple.

About you

- Excellent written and verbal communication skills
- Strong interpersonal skills, with the ability to build relationships with internal and external stakeholders
- Attention to detail and accuracy in record keeping
- Good digital skills, including familiarity with Microsoft Office, particularly Excel
- Great organizational skills and comfortable working on multiple projects while managing your time effectively
- Able to self-motivate and work on your own initiative



Person specification

We are looking for someone with:

Requirement	Essential	Desirable
Previous experience of working in a supporter or customer care environment	X	
Experience of working with a CRM database (preferably Salesforce) to manage supporter or customer information	X	
Confident, friendly and able to build relationships with a wide range of stakeholders	X	
Strong written and verbal communication skills with the ability to communicate effectively across a range of media	X	
Great attention to detail and accuracy in all areas of work	X	
Strong organisational skills, with proven ability to prioritise, manage time effectively and work to deadlines	X	
Good digital skills, including familiarity with Microsoft Office, internet and social media	X	

Person specification

We are looking for someone with:

Requirement	Essential	Desirable
Demonstrates commitment to collaborative team working	X	
Shows initiative and positivity in approach, looking for opportunities to improve ways of work	X	
Experience of income processing		X
Understanding of the regulatory environment for fundraising, including the Fundraising Code of Practice, GDPR and Gift Aid		X
Commitment to inclusivity, equality and valuing diversity	X	
Committed to upholding the values / behaviours of Barts Charity Good digital skills, including familiarity with Microsoft Office, internet and social media	X	



Apply





How to apply

Please send a CV and a supporting statement (no more than 2 sides of A4) telling us how you meet the person specification to faye.marshall@harrishill.co.uk.

If you would like to discuss the role before applying, please contact Culann Walsh, Supporter Care and Database Manager (culann.walsh@bartscharity.org.uk)

Deadline for applications: 5pm 3rd April 2024

- First panel interview (virtual): 11th April 2024

We are a friendly, diverse and inclusive team and are committed to having employees that represent all communities. We welcome applications from people from all identities and backgrounds and we particularly want to encourage people from under-represented groups to step forward and apply to work with us.

Do get in touch if we can support you in the application process by applying reasonable adjustments. All requests will be treated in confidence.





Thank you

bartscharity.org.uk



Registered charity no. 212563

