

We're looking for a Customer Care Executive to join our team, this role will be known internally as Supporter Care Executive.

Salary: £27,154

Base: Central Edinburgh/hybrid

Hours: Full time and permanent. 35 hours a week over core working hours of 10am - 3pm, Monday to Friday, with a one-hour lunch break. The office is open 8am – 6pm daily and our hybrid working policy requires all full-time employees to work at least two days a week in the Edinburgh office.

Benefits: 10% employer pension contribution; employee assistance programme and counselling service; enhanced maternity/paternity/adoption pay; enhanced sick pay; 31 days' paid holiday/year plus four paid winter public holidays; 2-weeks fully remote working/year; three paid carer days/year; death in service benefit; cycle to work and travel season ticket schemes.

To support the Team's work-life balance, we work a nine-day fortnight where the charity is closed every second Friday.

Who are we?

At Worldwide Cancer Research, we start new cures. Cancer is still one of the leading causes of death worldwide, but cutting-edge science can give us hope. Discovery research seeks to uncover new knowledge that could change the way we think about cancer. It reveals new ways to prevent, diagnose, and treat cancer that can save lives.

We actively seek unconventional and imaginative ideas from scientists at all stages of their career, across the globe. In some cases, we are the only organisation that will fund a scientist's idea. We take an unbiased approach to research funding by focusing on supporting only the best ideas for new cures. By having a diverse research portfolio, we increase our chances of finding breakthroughs.

Our vision is of a day when no life is cut short by cancer, and we believe we can achieve this by starting the life-saving advances of the future by sowing the seeds of discoveries. Anyone that helps bring

forward breakthroughs – including our staff, our supporters, and the researchers we fund – is a Curestarter.

As a charity, we are committed to opportunity without barriers, and we are striving to seek, value and learn from different perspectives and experiences. We want Worldwide Cancer Research to be an inclusive organisation – where everyone can be themselves and feel valued – as diverse as the scientific community we fund and the families whose lives we impact.

We are committed to ensuring that we provide equal opportunities to every applicant regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. We aim to ensure that our recruitment process is unbiased and that everyone is treated equitably. In support of this, we have pledged to ‘Show the Salary’ for our roles and we are a registered Disability Confident Committed Employer, because our team members are at the heart of everything we do.

To help start new cancer cures around the world and fund discovery cancer research, we are looking for a Supporter Care Executive to join our busy Marketing and Supporter Experience team.

About the Supporter Care Executive role and why we need you

We are looking for a Supporter Care Executive to join a team delivering a sector-leading service to our supporters, who are known as Curestarters. The Supporter Care Team builds lasting relationships through honest and respectful conversation; you will drive supporter loyalty through excellent stewardship and fundraising assistance, whether by phone, email or mail. You will also carry out administrative tasks to assist in the smooth running of the Supporter Care Team.

As the first point of contact for all Worldwide Cancer Research Curestarters, you can make an impact every day with our team by maximising fundraising income and supporter engagement. Everyone in the charity plays their part in curestarting and demonstrates our values in their day-to-day work.

The charity’s values are Curious, United, Real, Entrepreneurial and Spirited, which you can readily demonstrate day to day. You will be an advocate for our vision and act as a role model for the charity when in touch with prospects. We consistently offer opportunities for employee voice, our cross-team diversity and inclusion group is open to all, we have recently introduced a nine-day fortnight and we review our benefits annually.

How do I apply?

- Please email your CV with your cover letter to: recruitment@worldwidecancerresearch.org
- You will find the full **job profile** and our **benefits** on [Worldwide Cancer Research careers](#)
- **Closing date is noon on 29 April 2024.**
- **Interviews will be held in person w/c 13 May 2024** - we will contact all applicants as soon as possible after shortlisting for interview.
- We are a disability confident committed employer - please contact Paula Cahill, our HR Manager, if you have any questions about our recruitment process, accessibility and adjustments to support you: paulac@worldwidecancerresearch.org
- Please note your cover letter will be key to the success of your application and applications without cover letters may not be considered.
- Please tell us where you first saw this job advertised.



Additional information

Award Worldwide Cancer Research is a team of around 50 and we run an annual Employee Engagement Survey; in 2023 we achieved a 98% positive response to 'I would recommend Worldwide Cancer Research as a good place to work'.



Privacy We will hold your application data on file for six months after the end of the recruitment round, after which your data is deleted or destroyed. Please view our [Recruitment Privacy notice](#) .

Thank you for your interest in our work.

Post: Supporter Care Executive

Responsible to: Supporter Care Manager

Key contacts/relationships:

External: Members of the public and supporters - donors, event participants and sponsors, trusts and foundations, corporates, volunteers, and social groups

Internal: All colleagues, in particular Marketing and Supporter Experience, Fundraising and Philanthropy, Brand, Research and Customer Relationship Management (CRM) Teams

Purpose

To be the first point of contact for all Worldwide Cancer Research supporters, known as Curestarters.

To provide a sector-leading service with every interaction, driving supporter loyalty and increasing Supporter Lifetime Value (SLTV).

Key responsibilities:

- **Supporter engagement** – as the first point of contact, provide excellent supporter experiences through every interaction with Curestarters driving supporter loyalty and value, such as enquiry resolutions and opportunities to cross-sell.
- **Income processing** – maintain efficient income processing and recording on Salesforce, ensuring all Curestarters are thanked appropriately and in a timely manner.
- **Gift Aid** – encourage eligible supporters to sign up to Gift Aid in accordance with HMRC regulations and internal processes to maximise income.
- **CRM database** – ensure Salesforce and ‘Sooty’ databases are kept up to date with relevant Curestarter information, such as contacts, donations, and non-financial information in line with the organisational Information Governance policies.
- **Consent and contact preferences** – ensure Curestarters’ consent preferences are processed in accordance with data protection legislation.
- **Events** – ensure Curestarters are stewarded through event fundraising activities, offering fundraising advice and providing merchandise as required.
- **Collaboration** - develop internal relationships to build charity knowledge and champion the needs of Curestarters to continually improve supporter experiences.
- Undertake any other duties that fall within the scope of the post as allocated by the line manager.

Generic information for all roles

- The responsibilities described within the job description are not intended as exclusive or exhaustive. They are to highlight the major tasks and duties of the role and the post holder may be required to undertake other duties that are consistent with the overall purpose of the role.
- It is expected that every job description will be subject to a regular review. In addition, posts may be reviewed where there is a change in the requirements of the charity.
- Every member of staff is expected to be a role model to others within the charity and those they encounter in the course of their duties upholding the charity’s values.

Person specification:

Requirements	Essential	Desirable
Educational attainment	Good level of literacy and numeracy and/or demonstrable recent experience in a similar role.	Relevant qualification in fundraising, sales, or customer service.
Experience required	Customer or supporter facing role, liaising via phone, post, and email. Experience of a customer relationship database (CRM) in a fundraising or customer-facing role.	A not-for-profit organisation, particularly within a supporter facing role. A research fundraising environment.
IT experience	Computer literate with experience of CRM systems. Proficient in the use of Microsoft Office software, especially Word, Outlook and Excel. Creating and maintaining electronic and manual records.	Use of Salesforce CRM.
Skills and aptitudes required	High levels of attention to detail and accuracy in administrative tasks and a commitment to provide excellent service. Friendliness, with excellent interpersonal skills. Aptitude for learning new processes with the ability to work quickly and efficiently. Strong command of written and spoken English. Ability to deal respectfully and effectively with telephone enquiries from members of the public. Can work independently or as part of a team, with the ability to prioritise own workload. Flexible and receptive to change.	Knowledge of relevant fundraising legislation. Knowledge of data protection legislation.
Interests	Charity work. Professional learning and development.	Appreciation of discovery cancer research. Knowledge of Worldwide Cancer Research.

Other requirements	<p>Willingness to understand the vision, mission and strategy of Worldwide Cancer Research.</p> <p>Commitment to attend training courses to update knowledge and skills.</p> <p>Occasional travel throughout the UK if required for meetings/key events.</p>	
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