



We're looking for a Customer Services Executive, who will be known internally as Supporter Services Executive to join our team

Salary: £24,401

Base: Central Edinburgh

Hours: Full time and fixed term for 12 months. A working week of 35 hours; core working hours are 10am - 3pm, Monday to Friday, with a one-hour lunch break. The office is open 7am – 7pm daily and we are currently testing hybrid working where all full-time, office-based staff are required to work at least two days per week in the Edinburgh office.

Benefits: 10% employer pension contribution; 33 days' paid holiday annually (FTE), plus four public holidays as paid leave days over Christmas and New Year.

Who are we? Worldwide Cancer Research is the UK charity that will end cancer by starting cancer cures worldwide. Sadly, 1 in 2 people in the UK will be diagnosed with cancer in their lifetime. It's crucial we continue to find new ways to prevent, diagnose and treat the disease.

Worldwide Cancer Research is a small charity with an immense ambition – to end cancer by starting new cures. We find and fund discovery research to start new cancer cures around the world, and we are committed to opportunity without barriers. All applicants will receive equitable, fair treatment, and we have pledged to 'Show the Salary' because our team members are at the heart of everything we do.

A charity with, currently, 44 employees, allows us to be open, honest and personal with our supporters. Everyone who works for the charity plays a significant role – without them we wouldn't exist.

We welcome applications from all communities to help build an inclusive team - as diverse as the scientific community we fund and the families whose lives we impact.

Why we need you

To help start more cancer cures and save lives, we are looking for a **Supporter Services Executive** to play a crucial role in maximising fundraising income and supporter engagement through excellent stewardship and fundraising assistance; through phone, email, and mail, you will build relationships with our supporters. You will also carry out administrative tasks as delegated by your line manager to assist in the smooth running of a busy team.

You will make an impact every day. This is an ideal opportunity if you are looking for a fixed-term post to gain experience of supporter/customer service or to apply previous experience, at a charity where everyone plays their part in curestarting, no matter what their role.

How to apply

- **Please email your tailored CV (no more than two pages) with your covering letter outlining your suitability for this role to recruitment@worldwidecancerresearch.org**
- **Your covering letter will be the key to the success of the application**
- **Closing date is Monday 17 October 2022, 12 noon**
- **Interviews will be held over Tuesday 25 and Wednesday 26 October 2022**
- For administrative purposes, please tell us where you first saw this job advertised
- [Worldwide Cancer Research careers](#)

Additional information

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

Job Description

Post: Supporter Services Executive

Responsible to: Supporter Services Team Leader

Key contacts/relationships

External – Members of the public, individual supporters, events' participants, sponsors, external agencies and suppliers, trusts and foundations, corporate supporters, volunteers, club and group members and external networks

Internal – Marketing & Fundraising Team, key staff in various teams including Brand & Communications, CRM & Analytics, Research, Finance

Purpose

Your role will be to maximise fundraising income and supporter engagement for Worldwide Cancer Research by providing excellent stewardship and fundraising support, account management and relationship building through a range of methods, such as inbound/outbound calling, email, and mail for a range of supporters that are fundraising for us, including individual and team events or as part of an organisation.

Key responsibilities:

- To contact existing and lapsed supporters to develop or retain their support of the charity, achieving set targets and key performance indicators (KPIs).
- To encourage supporters in their relationships with Worldwide Cancer Research, either to thank them for their current giving or to review their existing giving, in line with a defined Marketing & Fundraising strategy.
- To partake in appropriate training and skills development in order to maintain a good level of knowledge and understanding of the charity's work and processes in order to provide full and proper responses to any queries and to encourage supporters that their financial support can and does have an impact on the those affected by cancer around the world.
- To maintain excellent standards of customer service at all times.

- To identify opportunities where a supporter may have other interests or could become more involved in the work of Worldwide Cancer Research and pass on to the relevant department.
- To build internal relationships, liaising with other members of staff where complex issues require their assistance, ensuring a prompt resolution to supporter enquiries.
- To provide information and reports to include fundraising activity and enquiries etc. as and when required.
- To ensure all interactions and payments etc. are processed and logged appropriately, producing accurate documentation in a timely manner, ensuring all information is correctly entered into the relevant system(s) as required, following charity processes, policies and procedures at all times.
- To adhere to all legislative requirements including the use of scripted messages as and when required.
- To keep other team members informed by sharing knowledge and expertise, displaying a positive attitude to all requests and challenges ensuring continual improvements and supporter satisfaction is maintained at all times.
- To undertake any other duties that fall within the scope of the post as allocated by the line manager, for example to actively support fundraising colleagues with their day-to-day duties.

Generic information to 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 role.
- It is expected that every job description will be subject to an annual 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	Educated to SCQF level 8 in a relative discipline and/or demonstrable recent experience in a similar role.	Relevant qualification in fundraising or sales.
Experience required	<p>Experience of working in a similar role within a customer or supporter-facing environment.</p> <p>Experience of achieving set targets or KPIs.</p> <p>Experience of managing own workload to meet required standards.</p> <p>Experience of working as part of a team to achieve share goals.</p>	<p>Previous experience of working within a not-for-profit organisation, particularly within a tele-fundraising role.</p> <p>Previous experience of working in a research fundraising environment.</p> <p>Experience of working with Salesforce CRM.</p> <p>Knowledge of relevant fundraising legislation.</p> <p>Knowledge of data protection and GDPR legislation.</p>
IT experience	<p>Computer literate.</p> <p>Proficient in the use of MS office software, especially MS Word, email and Excel.</p> <p>Demonstrable experience in creating and maintaining electronic and manual records.</p>	Experience of CRM systems.
Skills and aptitudes required	<p>High levels of attention to detail and accuracy and a commitment to provide excellent service.</p> <p>Friendliness, with excellent interpersonal skills.</p>	

	<p>Ability to deal respectfully and effectively with enquiries.</p> <p>Can work independently or as part of a team, with the confidence to prioritise own workload.</p> <p>Flexible and receptive to change.</p> <p>Proven ability to multi-task under pressure.</p>	
Interests	<p>Interest in charity work.</p> <p>Motivation and enthusiasm for the charity's vision, mission and strategy.</p> <p>Desire for professional development.</p>	Knowledge of Worldwide Cancer Research.
Other requirements	<p>Ability to travel throughout the UK, if required for meetings/key events.</p> <p>Commitment to attend training courses to update knowledge and skills.</p>	