



## Supporter Services Manager

**Salary:** Circa £43,000

**Base:** Edinburgh

**Hours:** Permanent. The working week will be 35 hours with core working hours between 10am and 3pm, Monday to Friday with a one hour lunch break. A flexible working policy is offered. The office will be open from 7am - 7pm daily.

**Benefits:** Pension scheme with a 10% employer contribution. 33 days paid holiday annually plus four public holidays as paid leave days each year over Christmas and New Year. A cycle to work scheme is available.

**Who are we?** Worldwide Cancer Research is a small charity with immense ambition - to see a day where no life is cut short by cancer. To bring that day closer the charity is growing.

**What do we do?** We find and fund bold ideas at the start of the cancer research journey all over the world. Kick-starting the life-saving advances of the future by sowing the seeds of new discoveries today. Funding brand new ideas and supporting researchers who ask big, challenging, new questions about how cancer works and how we can control it.

Being a small charity with currently 35 employees allows us to be open, honest and personal with our supporters. Everyone who works for this charity plays a significant role - without them we wouldn't exist. If you want to speak to the CEO, you can. If you want to speak to the research team, you can. If you want to share your story, there will always be someone to listen.

To help bring forward the day when no life is cut short by cancer, we are looking for a Supporter Services Manager to support the delivery of our Supporter Experience strategy. Is that you?

### Key information about the role

The Supporter Services Manager has line management responsibility for four Supporter Services Administrators who provide a high level of general and specialist administrative support. They deliver a **wonderful and memorable donor experience** within an innovative and proactive environment, **offering support and accurate advice** whilst **building relationships** and **maintaining a supporter focus** at all times.

Additionally you will have line management responsibility for the Supporter Services Executives. Their 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 live chat for a range of supporters that are fundraising for us including individual and team events or as part of an organisation.

Having overall responsibility for **facilities management and health and safety** for the organisation, it is essential you have or are willing to work towards an Institution of Occupational Safety and Health (IOSH) qualification.

If you have recent **demonstrable experience in a multi-channel role at a senior level, including telephony, email, live chat and front facing customer/supporter services with a solid understanding of customer service excellence**, then this is the role for you!

So if you're up for the challenge and are excited about becoming part of Team Worldwide, we want to hear from you!

### How to Apply

- Please email your tailored CV (no more than two pages) and covering letter outlining your suitability for this role to [recruitment@worldwidecancerresearch.org](mailto:recruitment@worldwidecancerresearch.org)
- Closing date is **Monday 20<sup>th</sup> May 2019**
- Interviews will be held in Edinburgh on **27<sup>th</sup> or 30<sup>th</sup> May 2019**.

Please note your covering letter will be key to the success of your application.

For administrative purposes, please state where you first saw this job advertised.

**Worldwide Cancer Research will hold applicant data on file for six months after the end of the relevant recruitment process. At the end of that period your data is deleted or destroyed. Please view our recruitment privacy notice at <https://www.worldwidecancerresearch.org/who-we-are/vacancies/>**