



THE ROYAL MARSDEN CANCER CHARITY

Job description

Supporter Care Receptionist

Job title	Supporter Care Receptionist
Salary	£20k - £23k
Hours of work	37.5 hours per week
Directorate	Royal Marsden Cancer Charity
Accountable to	Associate Director of Public Fundraising
Responsible to	Senior In Memory Manager
Location	London, with occasional travel to Sutton as required
Liases with	Donors, supporters and other members of the public, Hospital staff, Charity Management Team, Charity staff, other Trust departments as required, external suppliers.

1. Job Purpose

The Royal Marsden Cancer Charity raises money solely to support The Royal Marsden, a world-leading cancer centre. We ensure our nurses, doctors and research teams can provide the very best care and develop life-saving treatments, which are used across the UK and around the world.

From funding state-of-the-art equipment and ground-breaking research, to creating the very best patient environments, we will never stop looking for ways to improve the lives of people affected by cancer.

We are looking for a supporter care administrator to act as the first point of contact for members of the public providing high-quality supporter care and managing all queries.

This role will act as front of house for the Charity, running the reception desk and liaising with volunteers, supporters and members of the public. They will manage phone and email enquiries into the Charity, through the central telephone number and inbox, and ensure these are dealt with efficiently and with care.

This role will suit a confident, friendly and articulate individual with a clear supporter service focus and excellent organisational skills.

2. Key areas of responsibility

Supporter Care/Reception

2.1 Manage the Charity reception desk, dealing with all visitors to the office in a warm, helpful and courteous manner.

2.2 Maintain an in-depth knowledge of the Charity's funding projects, events, campaigns and other key information in order to effectively handle queries from supporters.

2.3 Answer all incoming calls to the central Charity phone line, handling queries and complaints, escalating to relevant fundraising teams as appropriate.

2.4 Take and process donations over the telephone ensuring PCI compliance.

2.5 Manage the Charity email inbox, answering queries and complaints withing agreed timeframes escalating to relevant fundraising teams as appropriate.

2.6 Provide support to the Fundraising Operations team on supporter care related tasks where required e.g. the mailing and personalisation of thank you letters.

2.7 Using our database (Raisers Edge) to create, maintain and amend supporter records as needed including updating address details logging feedback and complaints ensuring compliance with all relevant legislation and regulation.

2.8 Report on complaints, compliments and near misses on a monthly basis in line with best practice and the Fundraising Code of Practice.

2.9 Support Individual Giving fundraising projects when required.

3. Confidentiality and Data Protection

3.1 All employees of The Royal Marsden Cancer Charity must not, without prior permission, disclose any information regarding patients or staff (please also see the Charity's policy on Whistleblowing). In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal.

3.2 All employees should comply with the Data Protection Act and the General Data Protection Regulation (GDPR) which came into effect from May 2018 and set out requirements for how organisations will need to handle personal data.

4. Health and Safety

4.1 All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and the charities policies on health and safety.

5. Customer Service Excellence

5.1 All staff are required to support the Charity's commitment to developing and delivering excellent customer-focused service by treating patients, their families, donors, supporters, volunteers and staff with professionalism, respect and dignity.

6. Equality and Diversity Policy

- 6.1 The Royal Marsden Cancer Charity is committed to eliminating all forms of discrimination on the grounds of age, disability, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex and sexual orientation.

7. No Smoking Policy

- 7.1 There is a no smoking policy at The Royal Marsden Cancer Charity.

8. Review of this Job description

- 8.1 This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organisation.

9. Employee Specification

Candidates must be able to demonstrate	Essential or Desirable
Excellent verbal and written communication skills	E
Strong IT skills including a good working knowledge of Microsoft Office	E
Ability to prioritise a busy and varying workload and meet deadlines	E
Flexibility to support the changing needs of the business	E
A friendly, confident and approachable manner	E
Commitment to working in a supporter-focused environment	E
Ability to respond sensitively and appropriately to difficult or emotional circumstances, including distressed/bereaved donors or complaints	E
Minimum of 12 months experience in a customer facing/service role	D
Experience of working in the Charity sector and an interest in the cause	D

The above attributes have been identified by management to be necessary for this post and will be used when short listing applicants for interview.