

JOB DESCRIPTION



LORD'S TAVERNERS
Empowering young people through cricket

Role Title: Supporter Care Officer

Cendex Level: 2

Reports to: Senior Stewardship and Insights Manager

Salary: £30,000

JOB PURPOSE:

This role is a fantastic opportunity for someone looking to develop their career in the charity/sports for development sector. The role will focus on delivering exceptional stewardship and customer service, driving income growth from new and existing supporters, and supporting the analysis and sharing of data and insights.

You will provide fundraising and administrative support and have a hands-on role within a busy fundraising team, focusing largely on the delivery of stewardship campaigns and mass participation and supporting CRM activity across the individual giving team.

You will be the first point of contact for anyone looking to donate and support the charity, working on a wide range of projects and gaining a unique overview of how a charity operates. Within the Individual Giving team you'll gain experience of working on events and our mass participation portfolio. You'll be given the support to get creative, work independently, and be supported by an experienced Senior Stewardship and Insight Manager and Director of Engagement and Partnerships.

Responsibilities

Stewardship and Supporter Engagement

- Deliver a stewardship strategy that drives retention and growth in supporters and income across the fundraising portfolio.
- Deliver a consistent and compelling approach to stewardship, developing positive and lasting relationships with supporters, members and event attendees
- Develop strong relationships with the Marketing and wider team to ensure supporter requirements are met.
- Lead on the delivery of mass mailings and communications for challenge events, including the creation of fundraising packs and newsletters.
- Ensure supporters have the materials and assets they need to support their fundraising activities and capture feedback appropriately.
- Support on the delivery of stewardship events.

Customer Service

- Provide exceptional customer service, delivering against agreed SLAs and being the first point of contact for all inbound supporter and prospective supporter calls and emails, ensuring feedback, both positive and negative, is captured and shared appropriately.

Data and Insights

- Support the collection and analysis of data, sharing insights to create cross-selling opportunities.
- To support on the monitoring of and analysis of the outcomes of individual giving campaigns and to create reports based on data and insights and questionnaires.

- Support the ongoing development of the CRM implementation to enhance insights and a data driven approach.

Advocacy and Safeguarding

- Support the wider function of fundraising on risk assessments around events.
- Be an advocate for the Lord's Taverners (LT), our programmes and the impact they have on children and young people.

Skills and Role Requirements:

Specialist Knowledge, Skills, and Experience

- Track record of delivering exceptional supporter or customer care, ideally at a charity.
- Excellent attention to detail.
- Experience of supporting multiple stakeholders or projects simultaneously.
- Ability to deliver against SLAs.

Planning and Organisational Skills

- Experience of successfully juggling a mixture of planned and reactive activity.
- Excellent skills in planning and prioritisation.

Communication Skills

- Demonstrable experience of acting as a team player.
- Able to demonstrate resilience, ability to multitask, handle pressure, some ambiguity, and spontaneous demands.

Lord's Taveners is committed to equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination. Our workforce should be truly representative of all sections of society and the communities we serve.

Each employee should feel respected and able to give their best.

Benefits

- 25 days annual leave + Bank Holidays
- Five additional holiday days between Christmas and New Year
- Pension contribution of 6%
- Group income protection (long-term incapacity pay)
- Critical illness
- Life assurance (death in service)
- Health Cash Plan
- Enhanced maternity and paternity leave pay
- Employee Assistance Programme (Health Assured)
- Two volunteering days
- Birthday day off
- Season ticket loan
- Flexible working
- Wellbeing plan

Hybrid Expectations

This role is based out of HQ (London based) in a co-working space with other charity organisations. There is a minimum requirement to attend at least 2 days per week.

Our values: We Include, We Inspire and We Empower drive everything we do.