



Supporter Services Officer Job Description

Role Purpose

Our vision is that every child and young person in the country has a safe and happy childhood. To help us achieve this, the role will:

Provide an exceptional customer experience to all internal and external stakeholders and promote this approach throughout the charity. Ensure that queries are dealt with effectively and in a timely manner through pro-active and effective engagement to deliver to agreed targets and other KPIs.

In this role, you'll be responsible and accountable for:

1. Delivering an exceptional customer experience to engage enquirers and facilitate growth.
2. Provide a professional and responsive service to queries received via phone, email, post, Live Chat, or social media, ensuring that service standards and timelines are adhered to.
3. Take ownership of customers issues and follow problems through to resolution.
4. Deliver outbound calling, email and postal information to agreed targets and KPIs.
5. Create and identify positive relationships with enquirers/supporters through effective stewardship to maximise current and potential contribution or access to services/information.
6. Ensure that supporters/enquirers/customers are thanked and appreciated, and their contribution and participation is valued.
7. Assist in the continued development and implementation of new ways of working that mean that Action for Children remains at the forefront of good customer service.
8. Fulfil requests for material/information, in accordance with agreed deadline Work collaboratively as part of the team to ensure all deadlines and targets are met.
9. Keep accurate records and document service actions and discussions and also ensuring that data and information is strictly managed in accordance with GDPR guidelines.
10. Administer any other tasks as necessary to ensure the smooth and effective delivery of services provided by the team.

The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required.

Last Reviewed: 15/06/2023 Version: 2

To do this, you will have:

Qualifications

1. GCSE level education and or / NVQ Level 2 Customer Service or relevant experience

Skills, knowledge and experience

2. Proven customer relationship experience.
3. Administrative skills and experience
4. Utilising Microsoft outlook packages
5. Proven experience of delivering against set targets.
6. Knowledge and understanding of the working of a large children's charity
7. Knowledge and understanding of diversity and relevance to this post.
8. Driven to succeed and to see through tasks from start to finish
9. An exceptional communicator.
10. Ability to discuss sensitive/confidential information in an engaging and accessible way.
11. Attention to detail and commitment to on-going recording of information.
12. An ability to adapt to changing circumstances quickly and effectively.
13. Knowledge and awareness of GDPR guidelines

Don't meet every single requirement?

If you're excited about this role but your experience doesn't align perfectly with the job description, we'd love you to apply anyway. You might just be the perfect person for this role, or another role within the Action for Children family.

What else?

Everyone at Action for Children must promote equality, value diversity and work inclusively to ensure everyone feels welcomed and valued.

If you're appointed, you'll need to have a disclosure check.

For completion by the Reward Team:

Operational Job Title: Supporter Services Officer

Panel approval: Reward Team

Job Family: Business Support

Panel date:

Grade: 6

Payscale Ref: BS64

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