

Person Specification – Supporter Care Manager

Requirement	Essential	Desired	How Assessed*
Education / Qualifications	English and Maths at GCSE Grade C or above or equivalent / relevant experience.	Additional academic or vocational training SAGE training/qualification	Application Form
Experience	<p>Experience of implementing and evaluating effective integrated fundraising strategies that have created shifts in the income generating capacity of an organisation</p> <p>Significant supporter care experience in the Third sector or similar</p> <p>Experience of managing a team</p> <p>Experience in analysing and segmenting data to produce target audiences and insights to inform and improve campaigns and communications</p> <p>Data inputting in a financial setting</p> <p>Experience of delivering internal training to team members</p> <p>Experience of using or knowledge of online charity giving platforms</p>	<p>Organisational governance, audit & evaluation</p> <p>Working in a not-for-profit environment</p> <p>Drafting Risk Assessments</p> <p>Demonstration of leading projects in a data capacity</p>	Application Form / Interview

<p>Knowledge and Skills</p>	<p>Knowledge of Charity Sector</p> <p>High level of administrative skills</p> <p>Working with & managing volunteers</p> <p>Ability to multi-task</p> <p>Ability to produce reports, spreadsheets & briefings</p> <p>Strong organisational & planning skills</p> <p>Excellent time management</p> <p>Competent knowledge of DPA, GDPR, FR Regulator requirements</p> <p>High attention to detail/accuracy</p> <p>Able to manage and prioritise workload</p> <p>Proven track record of an ability to work independently and be self-motivated</p> <p>Excellent working knowledge of fundraising databases</p> <p>Proven computer literacy in Microsoft 365 including expertise in CRM databases and email marketing systems</p>		<p>Application Form / Interview / Practical Test</p>
<p>Values and personal attributes</p>	<p>A proven self-starter with the ability to prioritise and deliver high quality work, excellent team working and collaboration across the wider organisation</p> <p>Ability to listen to & act on feedback</p> <p>Integrity, discretion & be able to respect confidentiality</p> <p>Courteous & respectful of others</p> <p>Tactful, sensitive, tolerant, flexible & positive manner</p>		<p>Application Form / Interview</p>

	<p>High level of personal, physical & emotional resilience</p> <p>Positive, self-motivated & committed to achieving results</p> <p>Professional approach to work</p> <p>Assertive</p> <p>Calm under pressure</p> <p>Sense of humour</p> <p>Enthusiasm</p> <p>Confident</p> <p>Excellent health & attendance record</p>		
Disclosure & Barring	Standard		

*** Shortlisting candidates for interview –** We will shortlist candidates for interview by scoring against the above essential and desired criteria. Please tell us in your application and ‘Supporting Information’ section how you meet the requirements we are asking for.