



# Brain Tumour Research

Together we will find a cure

## **Job Description: Supporter Care Administrator**

### **Job Purpose**

This is a fantastic opportunity for an individual who wants to make a difference in one of the most innovative and exciting medical research fundraising charities in the UK.

As Supporter Care Administrator, you will play a pivotal role in building a relationship between our supporters and Brain Tumour Research and one of the main ways we do this, is through the thanking process.

The thanking process includes sending letters to supporters who have raised money, reaching out and acknowledging their contribution to the cause. This could be a result of a supporter participating in a charity campaign, leaving a legacy, generating enough income to fund a day of research, and many more reasons.

Keeping the CRM database up to date is also a key responsibility of this role, so that other teams are up to date regarding communications with supporters.

You will possess good time management skills to meet all your deadlines whilst juggling multiple projects and shifting priorities. You will also have a positive 'can do' attitude, a personable manner, with the ability to converse empathetically with the cause.

You'll enjoy being part of and contributing to a busy, experienced, fast-working, and dedicated larger fundraising team while working cross functionally with other departments such as, Finance and Ops and Public Relations.

Brain Tumour Research is an exciting, innovative, and ambitious charity. We are passionate about finding a cure for brain tumours through the establishment of dedicated Brain Tumour Research Centres of Excellence around the UK.

**Location: Head Office, Milton Keynes**

**Salary: Circa £20k per annum, full time**

**Full Time: 35 hours per week, or,**

**Part Time: 22.5 hours per week**

### **Main Duties**

Reporting to the Supporter Care Supervisor, you will:

- Manage, and continuously develop and improve the donor stewardship programme, including the thanking process and running online donation reports.

- Accurate coding of income; account management of supporters in regions
- Manage and continuously develop and improve the thanking process for all supporters in the charity, including the production of personalized thank you communications.
- Be available to take on ad hoc projects for the Supporter Care Supervisor and the leadership team
- Undertake any reasonable duties as required by the Community Development Managers, National Fundraising Manager, the Director of Income Generation and Development and members of the management team, as instructed by the Supporter Care Supervisor.
- Deputise for colleagues as necessary to deliver an exceptional supporter experience.

### **Requisite Skills and Experience**

- Excellent written and communication skills
- A keen eye for detail
- Experience working with a CRM / database
- Experience working with MS Office
- Strong organisation skills