



Supporter Services
Executive (maternity cover)



Fixed term for one year
Full-time
Location - London



Thank you for your interest in joining the superb team at the Mental Health Foundation.

This is a fantastic opportunity to join a growing organisation with an urgent and vital mission of prevention and promotion in mental health. For 70 years, we have been pushing forward the frontiers in our understanding of mental health. Interest has never been greater, and we have huge opportunities to make strides towards our vision of good mental health for all.

To achieve that vision, we are embarking on our next chapter with a new strategy for 2020-2025. We have the financial resources to achieve a transformation in our reach and impact. To do that, we need to build an organisation that lives its values and has a strong and diverse team that is dynamic, energetic and committed to working together.

We work to manage and prevent mental health problems. More resources are being dedicated to services and treatment which we welcome but the prevention of poor mental health now stands as one of the defining social issues of our time.

There is much more to do, and we are looking for an exceptional Supporter Services Executive to enable the Mental Health Foundation to be the most effective it can be.

In this document we present information about the Foundation and about this vital role. If you are up for the challenge, I hope you will get in touch.

Kind Regards



Mark Rowland, CEO





WHO WE ARE

Our vision is good mental health for all.
The Mental Health Foundation works to prevent mental health problems. We will drive change towards a mentally healthy society for all, and support communities, families and individuals to live mentally healthier lives, with a particular focus on those at greatest risk. The Foundation is the home of Mental Health Awareness Week.

Making Prevention Happen

Since 1949, the Mental Health Foundation has been the UK's leading charity for everyone's mental health. With prevention at the heart of what we do, we aim to find and address the sources of mental health problems so that people and communities can thrive.

The Foundation aims to promote good mental health for all through research, policy, innovation, and campaigning.

Our approach:

Tell the world

We publish studies and reports on what protects mental health and the causes of poor mental health and how to tackle them.

Find solutions

We test and evaluate the best approaches to improving mental health in communities and then roll them out as widely as possible.

Inform and empower

We give advice to millions of people on mental health. We are most well-known for running Mental Health Awareness Week across the UK each year.

Change policy and practice

We propose solutions and campaign for change to address the underlying cause of poor mental health.



ABOUT THE ROLE

Place of work:	Hybrid working including some days per week at our London offices: 197 Long Lane, London, SE1 4PD
Grade:	Grade D, Level 1, points 1-4
Salary:	Starting at £25,000 rising to £28,000 plus London Weighting £3,285
Contract type:	One year fixed term maternity cover
Hours:	35 hours per week, full time
Department:	Public Fundraising
Reports to:	Database Manager
Responsible for:	Not applicable
Budget responsibility:	Not applicable

Job purpose:

The post will work with the team to deliver an exceptional supporter experience to create engaged supporters and facilitate growth, provide a professional service to supporter queries received via phone, email, post or social media, ensuring that service standards and timelines are adhered to. The role involves taking ownership of supporter's issues and following problems through to resolution, creating and identifying positive relationships with supporters through effective stewardship to maximise current and potential contribution to the Foundation. The role will also maintain and accurately update the database to maintain efficient processes for managing supporter donations and as required according to data compliance regulations and help ensure the team's operation runs as efficiently as possible at all times. Providing support to colleagues in Fundraising and Communications that facilitate excellent supporter experience.



JOB DESCRIPTION

Strategic

- Work with the team to deliver the strategic ambitions and goals of the supporter care and database team.
- Support the successful delivery of the supporter care and database framework including processes, policies and procedures.
- Act as an ambassador across the organisation to help drive a culture where the supporter is at the heart of the Foundation.
- Working with the team to establish KPIs and successfully deliver them, focusing on helping you drive an exceptional supporter experience.

Operational

- Work with Finance and other teams to correctly and efficiently manage, reconcile and import incoming donation information, received daily by post, online portals, telephone etc., including cheques, CAF vouchers, online statements, credit card payments, and Gift Aid, enter and code them on Raiser's Edge and thank within agreed timescales.
- Work with colleagues to continually improve our processes and general ways of working, to ensure every engagement with supporters is as positive as it possibly can be.
- Ensure supporters are thanked and appreciated appropriately and their contributions to our mission understood by phone, post, email, online and face to face. Writing and updating standard letters for appeals, newsletters and general donations.
- Fulfil income generation material requests in accordance with guidelines and procedures.
- Ensure data is clearly and consistently recorded to help maximise personalisation of relationship with supporters, adhering to all relevant legal requirements. Including investigation of incomplete supporter payments and data cancellation requests.
- Have awareness of best practice in the fields of supporter care and database management, developing good working relationships with peers in the sector.
- Support the Database Manager in monitoring and providing insight and intelligence on supporter care.
- Manage supporter inbox and phone line, responding to queries appropriately. Provide support to Events and Corporate inboxes at times of high work volume or if asked by relevant Managers.
- Liaise with external suppliers to ensure supporter data and income is received and managed in a secure, timely and efficient manner.

Communication/Liaison

- Build positive relationships and collaborate with the Income Generation, Communications, Finance, Research and Programme teams to ensure exceptional supporter care is achieved with their support.
- Strengthen the culture, capacity and capability of the charity through encouraging colleagues, to put the supporter at the centre of everything the Foundation does.

General

- To promote and support the achievement of the Foundation's mission, goals and values
- To act as a positive ambassador for the Foundation in all opportunities.
- To maintain a high standard of probity in professional, personnel and financial matters, maintaining good relations with colleagues and external partners and to act in accordance with the foundation's code of conduct.
- To uphold and promote the foundation's commitment to equality, diversity and inclusion, and the value of lived experience.
- To have due regard to safeguarding and health and safety issues.
- To undertake any other duties as may reasonably be required.

This job description is not contractual and is liable to change over time.



PERSON SPECIFICATION

	Essential	Desirable
Knowledge and qualifications	<ul style="list-style-type: none">• Evidence of effective working knowledge of supporter services including two or more of the following supporter services areas; legacy givers, individual givers, corporate partners, community fundraising, trust and foundations funders and, challenge event participants.• Proven up-to-date knowledge of the fundraising sector and key trends and developments• Qualifications indicating the ability to apply an appropriately high level of analytical skills	<ul style="list-style-type: none">• A fundraising qualification
Skills and abilities	<ul style="list-style-type: none">• Evidence of effective planning and organisational skills including project planning, prioritisation and time management.• Ability to achieve high performance in line with strategic goals and priorities• Demonstrable strong verbal and written communications skills with a broad range of stakeholders• Proven intellectual and critical analysis skills applicable to analysis of figures• Evidence of effective IT Skills with good knowledge of using a relationship database, preferably Raiser's Edge and Raiser's Edge NXT	

	<ul style="list-style-type: none"> • Ability to develop and manage relationships with supporters and partners • Ability to represent the foundation at external events or with external stakeholders, as appropriate. 	
Experience	<ul style="list-style-type: none"> • A strong track record of developing relationships and collaborating. • Demonstrable experience of meeting and exceeding targets • Proven experience of databases, financial management and accountability 	
MHF requirements	<ul style="list-style-type: none"> • A commitment to working in accordance with the Foundation's values and essential principles as laid out in the Foundation's strategy. • Committed to equality, diversity and inclusivity, as well as the Foundation's aims. • Self-sufficient in the use of information and communications technology. • Ability to self-manage a full and varied workload. 	<ul style="list-style-type: none"> • N/A

Competencies for working at the Mental Health Foundation

We expect all employees to be able to use these competences to a high level in their roles.

During the recruitment process, at interview stage, we look for evidence of all these competencies.

- Expertise, knowledge and analysis
- Communication, influencing and promotion
- Relationships and partnership working
- Service focused
- Business aware
- Strategic thinking and decision making
- Leadership
- Adaptability and personal responsibility
- Innovative and creative
- Committed to personal development