

Sands
Application Information
Supporter Care and Data Officer

April 2021

About Sands

Every day in the UK, 14 babies are stillborn or die shortly after birth.

Sands is the leading stillbirth and neonatal death charity and exists to reduce the number of babies dying and to support anyone affected by the death of a baby, before, during or shortly after birth.



Sands provides bereavement support services both nationally through its Freephone helpline, mobile app, online community and resources, as well as locally through a network of around 100 regional support groups based across the UK and run by trained befrienders.



Sands works in partnership with professionals, trusts and health boards and offers a range of training programmes and bereavement care resources to ensure that every bereaved parent and family receives the best possible care wherever they are in the UK.



Sands promotes improvements in practice and supports research to better understand the causes of baby deaths and save babies' lives.

Sands raises awareness of baby loss and works with governments, key influencers and other stakeholders to make reducing the number of babies dying a priority nationally and locally.

Over the past 43 years, Sands has grown into a national charity with a powerful vision shared by dedicated volunteers, fundraisers, members, donors, healthcare professionals, partners, staff and bereaved parents and families.

Sands has grown its income by over 40% since 2012 and, as part of our strategic plan, is focusing on how we can make the biggest difference to the lives of bereaved families and save babies' lives. To find out more, visit www.sands.org.uk

our vision at Sands is for a world where fewer babies die and anyone affected by the death of a baby receives the best care and support for as long as they need, wherever they live in the UK.

Join us and help create a world where fewer babies die.

Sands Staff Benefits

Annual leave

Staff receive 28 days annual leave per annum pro rata, plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

Employee Assistance Service

As part of its commitment to employee wellbeing, Sands offers independent, free and confidential counselling and information telephone service. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

Cycle to Work Scheme

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment.

Pension Scheme

Subject to eligibility, you will be automatically enrolled into the Aegon Personal Pension scheme as soon as your employment commences. You can decide whether to remain in the scheme and/or make additional voluntary contributions if you wish.

Sands is a vibrant, growing charity!

Sands has grown its income by over 40% since 2012 and is focusing on long-term growth, sustainability and success!

With a clear strategy, Sands is repositioning as a learning, developing organisation which aims to achieve excellence through people and offers a collegiate, collaborative working environment – making it an especially exciting time to join the charity!

About the role

Sands is looking to recruit a dedicated and enthusiastic person to join our Finance & Resources team to help us deliver an exceptional service to our supporters. This is a key role which will help us to promote Sands' vision; a world where fewer babies die and when a baby dies anyone affected by the death receives the best care and support for as long as they need.

You will be responsible for the day-to-day administration of the charity's database (ThankQ), maintaining the database to the highest standards of accuracy. In addition, you will ensure the efficient and effective processing of our regular income from supporters and provide excellent donor care. By working very closely with both the Fundraising and Finance teams, you will enable these teams to effectively communicate fundraising messages to Sands' audiences.

With demonstrable experience of working with, managing or developing fundraising databases (ideally ThankQ) you will have an excellent knowledge of direct marketing techniques and data segmentation. A good understanding of SQL server databases is desirable. The ability to write clearly and accurately is essential, and you will be able to research, analyse and interpret information as well as be able to work within established financial procedures.

You will be highly motivated, with an organised approach and be able to effectively manage your workload and meet tight deadlines. A high standard of written and verbal skills are essential, as you will be a key contact point for Sands staff, volunteers and a range of external stakeholders and customers.

This is a rewarding role which offers a fantastic opportunity to make a real difference to the work of Sands.

To apply:

Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to recruitment@sands.org.uk. Please also complete the Diversity and Equality Monitoring Form and send this with your application.

Closing date for applications: 22nd April 2021

Interview Date: w/c 10th May 2021

As we have limited staff resources we are unable to provide candidates with feedback about their applications. **Interviews will be held at online.**

Job Description

Job Title:	Supporter Care and Data Officer
Responsible to:	Database Co-ordinator
Location:	Working at home
Contract:	Permanent
Salary:	£24,500 per annum plus £312 Home Worker Allowance
Hours:	Full Time – 35 Hours per Week (9.00am – 5.00pm, with 1 hour unpaid lunch break)

Main Purpose of Job:

To be responsible for delivering exceptional supporter experience, processing regular giving income, thanking supporters by post, email and on the telephone, and carrying out essential supporter contact detail updates. To provide crucial support to the Fundraising and Finance departments, ensuring that accurate data underpins everything we do whilst being responsible for helping to develop, manage and maintain the charity's database system.

Main Responsibilities

- Manage all imports for the Fundraising team, including Fundraiser registrations and online fundraising pages including weekly JustGiving and VirginMoneyGiving reports and ensure all donations and data are imported accurately onto the supporter database. Work with suppliers to ensure all imports are as efficient as possible and meet month end and team KPIs.
- To work with the Supporter Care Officer – Income Processing to ensure all donors and payments are captured onto the supporter database.
- Process all regular giving income including managing Direct Debits, standing orders and automated bank transfers as well as responding to any associated enquiries.
- Process all new or amended Direct Debits received by Sands in an accurate and timely manner, acknowledge all new or amended direct debits in accordance with the Direct Debit legal requirements.
- Develop and deliver a range of reports and analysis to inform future charity activity, including strategies to grow individual giving.
- To make welcome, thank you and reactivation phone calls to new and existing regular donors when necessary.
- Process Memberships including all enquiries, as well as new, renewal and cancellation of Membership.

- Deal with fundraising queries including answering the telephone and support the team building relationships with fundraisers via phone, email and in person, assisting with making sure that each fundraiser is welcomed, thanked and fully supported.
- Provide accurate and timely Regular Giving and Membership data imports, exports and reports.

General

- To undertake other duties as required by the Database Co-ordinator and the Director of Finance & Resources.
- Support and provide cover for the Supporter Care Officer – Income Processing as required.
- To work flexibly and proactively with other members of the team.
- Follow agreed processes for filing, storing and destroying paperwork.
- Communicate with donors, supporters and stakeholders to resolve all queries in a patient and sympathetic manner, promptly and courteously whilst displaying excellent customer care skills at all times.
- Ensure that all communications with supporters and donors are accurately recorded on the supporter database following Sands agreed procedures at all times.
- Maintain the security and confidentiality of individual details as required at all times.
- Follow the agreed process for complaint handling. Reporting any problems as and when they arise.
- Maintain an up to date knowledge of current activities within Sands and be an advocate of the Sands brand at all times.
- Add and amend details within the Sands supporter database, follow data protection, data maintenance, PCI compliance, data collection procedures and General Data Protection Regulation (GDPR).
- Ensure supporters are linked to the correct section of the database.
- Abide by all Sands Policies and Procedures.
- Undertake all mandatory training as required.
- Participate in annual appraisal and personal development review.
- The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the organisation as a whole.
- Promote the Sands vision and values at all times.

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

Person Specification

Critical Skills
<ul style="list-style-type: none"> • Relevant experience of working with or managing and developing fundraising databases, particularly ThankQ • Good experience and understanding of working within the charity sector • Knowledge of direct marketing techniques and data segmentation • Ability to deliver training to team members on ThankQ • Good understanding of SQL server databases and experience of building SQL queries to manipulate and extract data
<ul style="list-style-type: none"> • High level of computer literacy skills, in particular to MS Office packages especially Excel • Good communication skills, including the ability to deal appropriately and professionally with a range of people, including members, supporters, bereaved parents and Sands staff and volunteers – both written and by telephone • Ability to write clearly and accurately • Ability to research, analyse and interpret information • Numeracy skills and the ability to work within established financial procedures • Good level of understanding of the General Data Protection Regulation (GDPR) to help Sands ensure compliance at all times.
Competencies
<ul style="list-style-type: none"> • Strong IT skills including the use of basic software • Ability to cope with demanding situations and work to tight deadlines • Good interpersonal skills and ability to promote and develop team work • Strong organisational skills, with considerable attention to detail • Must be self-motivated in the generation of work and able to use initiative when managing time and priorities • The ability to manage multiple high priority work streams simultaneously and meet deadlines under pressure • Must have outstanding attention to detail • Ability to monitor and maintain own standards • Maintain a high level of confidentiality regarding sensitive and confidential information • Ability to commit to and work within the aims, principles and policies of Sands • Ability to promote Sands' vision and values, distinct from any personal opinions • Ability to work occasional evenings and weekends and to undertake occasional travel throughout the UK (including volunteering for 2-3 fundraising events per year)
Qualifications required
<ul style="list-style-type: none"> • A good general level and standard of education is required