

Supporter Care Manager Position Description

Reporting to:	Head of Fundraising	Work location:	Carlton
Department:	Supporter Engagement	Budget holder:	No
Team:	Fundraising	Direct reports:	3-5

Role Purpose

The Supporter Care Manager is a key role within the Fundraising team, responsible for management of Save the Children Australia's in-house customer service teams, working with the Senior Fundraising Team to build engagement and lifetime value with our individual donors. The role will be responsible for delivering against annual service benchmarks as well as retention and loyalty targets for supporters.

The role will also lead by example to manage a high performing and cohesive team and is responsible for the line management of the Supporter Care Team and general oversight of the in-house function. This includes overseeing escalations from supporters through phone, e-mail and mail, complaints handling and feedback processes, conversion to donations, and increasing retention rates of supporters and managing cancellations of regular givers. The role also ensures that a pool of volunteers is supported and trained to work with the paid Supporter Care team.

The Supporter Care Manager will work closely with the Senior Fundraising Team and key internal partners, in particular with the banking team and the Retail team, with a focus on ensuring effective systems and processes are in place to provide an excellent supporter experience. The role also contributes to the development and execution of supporter journeys.

Key Areas of Accountability

Team leadership

- Lead, coach and develop the Supporter Care team, driving a high-performing culture committed to excellent standards of client service
- Keep the team motivated and informed, ensuring they have opportunities to contribute and develop their roles as appropriate
- Plan and manage the broader team structure in consultation with internal stakeholders and senior management
- Establish annual performance and development plans and conduct regular employee reviews
- Ensure the Supporter Care team meets its KPIs, configuring working hours as required

Strategy management

- Lead the development, implementation and delivery of the Supporter Care strategy, reviewing annually to ensure relevance
- Develop, execute, and manage the Customer Service Plan including:
 - Budget, risk requirements, and setting of clear objectives in line with organisational requirements
 - Customer service strategies across a range of channels with the objective of optimising customer satisfaction and optimising lifetime value of supporters
 - Meet annual targets associated with supporter satisfactions
 - Robust reporting framework to monitor performance
 - Leverage donor insights and analyses to improve donor experience
 - Manage suppliers as needed to deliver seamless effective service to supporters and the public
- Lead business development in line with the agreed strategic priorities and targets
- Contribute to broader SCA strategy and growth

Stakeholder management

- Establish and build strong working relationships with key internal stakeholders, provide advice on Customer Service and identifying Customer Service risks for the organisation
- Adopt an engaging and systematic approach to managing key internal stakeholders
- Develop strong working relationships with key external stakeholders

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Ensure staff have completed all required training and have up-to-date background and working with children checks
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management
- Show leadership towards health and safety awareness and improvements

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes
- Ensure staff have completed background checks and are trained in child safeguarding in line with organisational and program requirements

Person Specification

Essential knowledge or experience

- Highly developed leadership skills with a proven ability to develop, manage, and motivate a high performing team
- Demonstrated experience in a similar role, leading teams, preferably in a fundraising or sales environment
- Proven experience in strategic development and review
- Extensive customer service experience, ideally in a not-for-profit fundraising organisation at a leadership level
- Strong understanding of Customer Relationship Management tools and processes
- Results oriented with a demonstrated ability to think strategically, to analyse information and offer creative, practical solutions
- Exceptional customer-centric focus with a relentless desire to improve donor engagement
- Motivated and requires little supervision and able to manage multiple priorities at any one time
- Highly developed written, interpersonal, and verbal communications skills
- Proven experience working in a fast-paced environment, under pressure and to tight deadlines
- Highly developed relationship building, influencing, negotiating and interpersonal skills
- High level of attention to detail and unwavering commitment to quality
- A team player with a strong ability to create and foster collaborative and productive relationships with a range of internal and external stakeholders
- Highly supportive of the Save the Children brand and values

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and, where required, a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not required

Travel: Minimal required

Working with Children Check: Required

Assets: Laptop`