

Supporter Engagement Advisor

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Supporter Engagement Advisor

Position in the organisation

Reports to the Supporter Engagement Team Leader

Member of our Supporter Engagement team.

Part of our Income and Engagement directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

In this role you will be the first point of contact delivering an excellent supporter experience to members of the public and Alzheimer's Society's supporters. You will have enriching one to one conversations across different channels, including phone, email and social media. This is a front-line public facing role. Through answering queries and proactively delivering exceptional levels of stewardship you will build rapport and inspire supporters and potential supporters about our work, whilst maintaining accurate system records that reflect and enhance the supporter experience. You will work within the Supporter Engagement team across both inbound and outbound teams. We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion

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Key accountabilities and responsibilities

- Responsible for own workload, ensuring interactions are dealt with promptly and to agreed standards and timescales.
- To be the first point of contact for all general enquiries to Alzheimer's Society through multi-channels including telephone, letter, email, social media.
- To carry out engagement calling in an effort to thank, inspire and enhance the supporter journey.
- Taking donations over the phone, accurately updating our supporter database.
- Produce and assess the content and tone of own and peer responses across the team (both written and verbal), ensuring our messages are inspiring and engaging.
- To support the Supporter Engagement Team Leaders on supporter engagement projects as required to enhance the supporter experience.
- Maximising every opportunity to refresh and promote Gift Aid, contact preferences and share the impact the Society has on people living with dementia.
- Pro-active in challenging and critiquing own work, as well as giving peer feedback constructively, supporting colleagues to continually improve the quality of our interactions.

- Contribute to actively seeking opportunities to make improvements to processes and practices and finding solutions to problems.
- Attend and contribute to training sessions, events and visits to improve daily contact with supporters.
- Keep up to date with how to deal with vulnerable people.
- Create and update supporter records accurately on the fundraising database.
- Full understanding of Gift Aid, data consent and data capture processes.
- Comply with the data protection regulations, ensuring that information on supporters remains confidential.

Other tasks

- Represent Supporter Engagement internally to build team profile at all opportunities.
- Build relationships with teams and individuals across the Society, keep up to date and actively share knowledge with the Supporter Engagement team.
- Contribute Supporter Insight and feedback across the relevant fundraising teams to inform on future fundraising in an attempt to continually improve the supporter journey.
- Attend service visits to gain a full understanding on what the Alzheimer's Society offer to those affected by dementia.
- To carry out any other tasks, duties or projects appropriate to the level of post as directed by the Team Leader or Manager

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Previous Customer Service experience, preferably in call centre or retail	A/I
Experience at working with different systems and databases	A/I
Prior knowledge of GDPR or willingness to	A/I
Strong relationship skills including the ability to develop and maintain relationships	A/I
Experience of problem solving and complaint	A/I
Experience working to agreed KPIs	A/I
Strong interpersonal, promotion and communication skills to a wide range of audiences, through a multitude of channels	A/I
Strong negotiating and influencing skills	A/I

Competencies & personal attributes	Application (A) or interview (I)
Excellent communication skills, both verbal and written.	A/I
Work collaboratively and be able to prioritise your workload effectively remain solution focussed throughout your areas of work.	A/I
Strong interpersonal and interpretation skills will allow you to have open free conversations with the business.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Be a team player, supporting colleagues when there are deadlines, and knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave