

Supporter Engagement Advisor Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

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 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 the Supporter Engagement team across both inbound and outbound.
Part of our Supporter Engagement directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

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 living with dementia and their carers.

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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. 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.

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.

Key Accountabilities and Responsibilities

- Responsible for own workload, ensuring interactions are dealt with promptly and to agreed standards and timescales.
- Examples
- To be the first point of contact for all general enquiries to Alzheimer's Society through multi-channels: telephone, letter, email, social media
- To carry out engagement calling 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 written and verbal responses in the team, 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.

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	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Previous Customer Service experience, preferably in call centre or retail environment	E	A/I
Experience at working with different systems and databases	D	A/I
Prior knowledge of GDPR or willingness to learn	D	A/I
Strong relationship skills including the ability to develop and maintain key relationships	E	A/I
Experience of problem solving and complaint handling	E	A/I

Experience working to agreed KPIs	E	A/I
Strong interpersonal, promotion and communication skills to a wide range of audiences, through a multitude of channels	E	A/I
Strong negotiating and influencing skills	E	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be a self-starter and incredibly motivated.	E	A/I
Excellent organisational and timekeeping skills.	E	A/I
Excellent attention to detail.	E	A/I
Non-judgemental communication	E	A/I
Commitment to and understanding of equal opportunities	E	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Our benefits



Financial Security

- Group Personal Pensions 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
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependents

- Paid time off work for fertility treatment
- Paid time off work to support those transitioning
- Enhanced family leave - 16 weeks paid leave for all eligible parents
- Paid compassionate time off work and bereavement leave
- Paid time off work for dependants



Recognition

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



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working