

Supporter Engagement Team Leader 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 Team Leader

Position in the organisation

Reports to the Supporter Engagement Team Manager

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.

The Supporter Engagement Team Leader will support the day to day running of the internal Supporter Engagement Team, ensuring that it provides a quality service and meets performance targets with a continuous improvement approach. This role will be responsible for the workflow of both inbound and outbound contacts across a wide audience base through phone, email and social media. They will have a key focus on set SLA deliverables, workflow and quality management as well as the direct management of a team of front line advisors.

The Supporter Engagement Team Leader will have a keen eye on people management vs operational delivery and will lead by example to support the team in focusing on creating truly exceptional experiences with all supporters they come into contact with. This role flexes across both inbound and outbound interactions.

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

- Directly manages Supporter Engagement Advisors plus additional volunteers and temporary staff members as required
- Collaborates with peers to manage the daily workflow for the Supporter Engagement Team ensuring the team are fully effective across both inbound and outbound channels
- Monitors performance of individuals within the team against agreed key performance indicators, escalating areas of improvement to the Team Manager
- Champions accuracy of database use and accuracy amongst team
- Responsible for recruitment and onboarding of new starters as appropriate
- Collates regular reports, analysing trends and presenting findings to teams across Income and Engagement to showcase team impact and deliver qualitative supporter insight
- To be responsible in delivering agreed outcomes with the Supporter Engagement Team

- Acts as champion to support and make a positive contribution to enhanced supporter experience by building strong relationships across the organisation
- Reviews and analyses available data to make recommendations on driving efficiencies and improving supporter experience
- Supports the Supporter Engagement Team Managers in identifying new opportunities to enhance the supporter experience and maximise income
- Keeps informed of other charities and organisations outside of the third sector to build and share knowledge of what makes an exceptional supporter experience
- Ensures full documentation of all supporter engagement guidelines is in place, and is regularly reviewed and understood by employees
- Ensures that the Supporter Engagement Team and third parties are up to date with guidelines on how to deal with people in vulnerable circumstances, with guidance from the Fundraising Compliance Manager
- Ensures processes and ways of working are compliant with all the relevant regulatory, audit and data protection requirements, ensuring these requirements are clearly understood by everyone in the team

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)
Experience working within a busy contact centre in a supervisor capacity	A/I
Experience of briefing and monitoring internal dependencies	A/I
Experience of problem solving and continuous improvement approach	A/I
Strong team relationship skills	A/I
Excellent time management and organisational skills	A/I
Excellent written and presentation skills	A/I
Able to analyse information and make objective decisions based on the outcome	A/I

Competencies & personal attributes	Application (A) or interview (I)
Able to show empathy for people with dementia and their carers	A/I
Trustworthy, patient and a good relationship builder	A/I
Enjoys working as part of a team	A/I
Ambitious, innovative, self-motivated and target driven	A/I
Able to work effectively on own initiative and as part of a team without close supervision	A/I
Able to communicate effectively verbally, face to face, over the telephone, and in writing	A/I
Able to work methodically with a good attention to detail	A/I
Able to work to deadlines and under pressure	A/I
Applied knowledge of databases	A/I
Understanding of Data Protection regulations	A/I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

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