

ovarian
canceraction



Senior Supporter Care Officer

Candidate Information Pack



A Message from the Director of Fundraising

Did you know that the average woman diagnosed with ovarian cancer has a higher chance of dying than surviving? Or that survival rates for women with ovarian cancer now are where survival rates for those affected by breast cancer were 50 years ago?

Don't worry if you didn't know that; you're not the only one. One of our supporters once told us 'It's not that ovarian cancer is a silent killer, it's that people don't listen'. And who can blame them – there are so many social, political and health issues that surround us and will affect women in 2024. But we've also seen amazing, recent progress made in women's rights, equality and health, so we know change is possible. We just need to be heard. Our time is now, women with ovarian cancer need us and with more women projected to get ovarian cancer than ever before, there's no time to lose.

The importance of supporting women with ovarian cancer has never been greater and with our ambitious, organisational strategy, growing brand awareness and talented team, this is an exciting time to join Ovarian Cancer Action.

The Fundraising Team currently brings in approximately £2m and, despite the current economic context, the team has seen some really promising growth and potential in many areas of the portfolio. With a clear growth strategy in place, we will be looking to how we continue to build and strengthen a key part of that portfolio, Individual Giving. Providing an excellent supporter experience and journey is a key part of individual giving and our acquisition and retention plans. Therefore, the Senior Supporter Care role is integral to enabling us to achieve stronger growth moving forward, by developing and providing a first-class care to our supporters.

Our approach as a Fundraising Team as we move forward is one of passion, determination, and bold ambition. So, we are open to new approaches and opportunities, and we will be driven by data and learnings to inform our choices and priorities and most importantly, we will put the needs and experiences of our supporters at the heart of all we do.

So, if you are looking to become a part of a dynamic, ambitious, passionate and growing team, then I very much look forward to receiving your application and potentially working with you to improve the future for the thousands of women with ovarian cancer across the UK.

I look forward to hearing from you soon.

A handwritten signature in black ink that reads 'V Bednall'. The signature is written in a cursive style with a large, looping 'V' at the start.

Vicki Bednall, Director of Fundraising

About Ovarian Cancer Action (OCA)

The odds are against women with ovarian cancer surviving more than 5 and 10 years. In fact, only 3 in 10 women diagnosed with ovarian cancer live beyond 10 years. It's unacceptable. With more and more women predicted to get ovarian cancer over that period, it's vital we make faster progress to reach a vision of ovarian cancer being survivable for all women.

In fact, we're so determined, that we're supercharging our ambitions; to transform survival rates so by 2032 at least half of women with ovarian cancer live for 10 years. And we're focused on driving improvements in three key areas:

- **Breakthroughs** – we need to develop ground-breaking new treatments, be on the path to a screening programme and build better care pathways to give patients more options to get rid of their cancer or keep it under control for as long as possible. We've invested over £12 million in pioneering scientific and clinical research to build breakthroughs since our inception in 2006, more than any other ovarian cancer charity. But we need to make giant leaps now, not small steps.
- **Knowledge** – shockingly, only 1 in 10 women know the main symptoms of ovarian cancer. We can save thousands more lives by equipping people with the information that can prevent ovarian cancer in those at highest risk and diagnose ovarian cancer in others as early as possible. Our lifesaving awareness campaigns need to reach more women, health professionals and higher risk communities to cut through the noise and change the future for women of today and tomorrow.
- **Equality** – we must make sure that women are able to access the best care and information regardless of age, ethnicity, or location, to have the best chance of survival. In 2020, we bid for and secured £1.2m from the Tampon Tax Fund to deliver our game changing 'IMPROVE UK' project. In partnership with the British Gynaecological Cancer Society, this project is tackling severe regional and systemic inequalities in outcomes experienced by patients. This can lead to immediate transformation in our health care systems for women with ovarian cancer.

Progress has been made over last 30 years, but it's not enough. Ovarian cancer is an incredibly complex disease with shockingly low survival rates. The Covid pandemic and Brexit has made the situation worse for patients and has also affected the UK research community over the last few years. We must accelerate progress, so we see the same fast and consistent improvements in ovarian cancer as we've seen in prostate and breast cancer.

We have a huge challenge on our hands, so we need people up for this challenge. People who bring determination, passion, commitment, and creativity that can turn the tide on ovarian cancer. We have a new five-year strategy, a renewed focus on research and ambitious plans to drive forward progress at a faster pace. Can you hit the ground running?

[Watch this video to learn more about what we do and the impact we have.....](#)



Summary of the Senior Supporter Care Officer Role

Reports to: Individual Giving Manager and sits within the Fundraising Team

Other main working relationships: Senior Community & Events Officer, Trusts & Foundation Manager, Philanthropy Manager, Database Lead, Senior Database Officer

This key role is part of a small but ambitious and growing fundraising team and is responsible for delivering excellent customer service to Ovarian Cancer Action donors and prospective supporters, building strong and loyal relationships through written and verbal communication and ensuring efficient administration of donations and maintenance of accurate database records.

Ovarian Cancer Action is currently working through a database development project, including looking at ways to improve some of our current fundraising and finance processes, systems and compliance. This role will have an exciting and unique opportunity to shape some of these plans and ways of working and help to develop and embed them within the fundraising team.

We are looking for someone who:

- Is motivated by delivering excellent supporter care and always ready to go the extra mile
- Requiring attention to detail does not phase you and you love a job well done
- Understands the importance of developing good processes and data as a critical part of a positive supporter journey
- Who takes initiative in implementing improvements to processes and stewardship

This is an exciting chance to be part of a small yet highly motivated team who are dedicated to seeing the lives of women with ovarian cancer transformed. This is a time of growth for the fundraising team, and you will have the opportunity to lead out on supporter care initiatives and implement innovative strategies to enhance supporter engagement and satisfaction.

Job Description

Main purpose of the role:

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Scope of the role:

- **Deliver excellent data entry** and relevant income processing, working across the wider fundraising team and database colleagues.
- **Provide excellent supporter care** to supporters and donors from end-to-end, whether online or on the phone.
- **Support the Individual Giving Manager** to deliver an effective mass engagement schedule and improve supporter journeys and stewardship.

- **Provide administrative support** to the wider fundraising team and Director of Fundraising on relevant activities and processes.

Key areas of responsibility:

- To be the first point of contact for all Ovarian Cancer Action supporters and to provide a welcoming, efficient and proactive service to all supporters. This will include handling telephone, email and written enquiries, ensuring that supporter information is accurately recorded.
- To deliver excellent supporter care by ensuring all relevant supporter donations are processed on to database (Raiser's Edge) in a timely and consistent manner and are thanked promptly.
- Ensuring accurate coding for all income, acting as a central point of contact for the Fundraising Team for any queries, chasing timelines where needed and working with line manager where needed to implement coding changes or any streamlining.
- Work with relevant colleagues to develop and roll-out a more streamlined data entry and financial reconciliation process.
- Support the Community and Events team during key periods with administration and supporter care, where and when necessary.
- Support the Individual Giving Manager with any relevant fundraising activities and appeals with any welcome, thank you and wider fulfilment requirements.
- Work closely with the database team to identify, improve and ensure smooth delivery of any mass income or other donor data processing requirements and play an active role in improving and streamlining data capture and integrity.
- Support the Director of Fundraising and other relevant colleagues in the development of donor and team policies and procedures.
- Work with relevant fundraising colleagues to understand their processing and fulfilment requirements, taking responsibility for supporting the delivery of any agreed services e.g., direct marketing fulfilment, event participant packs etc.
- Ensure OCA complies and maximises return from the Gift Aid scheme, through validating declarations, supporting fundraising colleagues in best practice and working with the Database team to submit claims.
- With the guidance of the Individual Giving Manager, to ensure compliance with relevant sector governing bodies and GDPR guidelines.
- To manage and distribute OCA's merchandise supplies.
- Any other reasonable duties as required, consistent with the grade of the post.

Person Specification

About our ideal person and their required experience and skills

At Ovarian Cancer Action, we all have different backgrounds, ways of working and areas of expertise. But what we share is passion, ambition, and commitment. This means that your attitude to your work and fellow team members is just as important as your skills and abilities.

What experience we're looking for:

- Demonstrable experience of delivering excellent customer or supporter care (in a charity setting would be an advantage) with the ability to deal with enquiries in a diplomatic and sensitive manner.
- Demonstrable experience of delivering excellent and accurate data entry and income processing alongside wider data and process improvement experience.
- Ability to understand numerous complex data manipulation and financial processes, procedures and platforms; necessitating a high level of skill, accuracy and understanding of data and financial dependencies.
- Closely following team and organisational processes in order to deliver excellent administrative support.
- Experience of using Outlook and Microsoft Applications including Word, Excel and PowerPoint, and ideally Microsoft Teams.
- Experience of or knowledge of the Raiser's Edge database or an equivalent CRM system used to record accurate and up to date client / supporter information.
- Experience of processing donor / client donations or payments.
- Clear understanding of confidentiality, the Data Protection Act and GDPR, in relation to written materials and computerised materials and processes.

What skills and attributes we are looking for:

- Strong attention to detail and ability to spot errors and opportunities for improvement.
- Strong communication skills with a confident and professional manner on the phone and in person.
- Ability and ease when working with data, particularly financial data.
- Excellent organisation, prioritisation and workload management skills.
- Proactive in learning new skills and keeping up to date with changes in relevant fundraising best practice and compliance.
- Good relationship building skills with both internal and external stakeholders.
- Able to use initiative, taking full ownership of area of responsibility.
- Ability to persevere and demonstrate resilience when working under pressure.

What kind of person we're looking for:

- Enthusiastic and passionate about the aims and values of the charity.
- Hard working and self-motivated.
- Relishes a challenge.
- Optimistic outlook, focusing on solutions as opposed to problems.
- Energised by working as part of a small but fast-moving team.
- Brings a positive, friendly, calm, professional and helpful disposition to the team.

Additional Details

- Salary:** £29k -35k per annum (dependant on experience)
- Contract type:** This is a permanent full-time contract. However, as a 'Flexible First' employer we are open to a variety of working patterns and welcome the opportunity to discuss this with candidates. If flexibility is your preference, then a paragraph about how this could work well for you in your supporting statement would be helpful.
- Place of work:** This role is hybrid with 40% office based from offices in City Road near Old Street underground station. The nature of the role may require ad hoc work outside regular office hours at charity events (with time off in return).

Our Benefits and Flexible Working:

- Flexible working: At OCA we strive to be a place where the best people do their best work. To support you in doing just that we take a 'flexible first' approach to the conversations we have with staff and candidates around working patterns. We are therefore open to considering a variety of flexible working options, welcoming these discussions right from the application stage through to the different stages of life and career, supporting the changing needs of your work-life balance.
- Annual leave: We offer much more than the statutory amount of annual leave. In addition to the 25 days annual leave and 8 days of public holidays per year, 3 days are also given to be taken between Christmas and New year, so that in total you can receive up to 36 days paid leave.
- Employer and employee contributory pension: OCA offers a generous pension scheme above the statutory minimum requirement.
- Healthcare plan: To support your health and wellbeing, we have partnered with Simplyhealth to offer cash back on a range of healthcare services, as well as access to a 24-hour free GP phone line and counselling service.
- Gym discounts: As part pf the OCA healthcare plan you will be able to claim discount on gym membership at participating gyms.
- Eye test and financial support with glasses if needed when using a VDU at work.
- Maternity and paternity pay: The early days of raising a family are so important; you need time to adjust to the physical, emotional and practical changes. To support this, we offer additional enhanced maternity and paternity pay for eligible employees.
- Training and development opportunities: We want everyone at OCA to have a growth mindset, always striving to improve and not worried about failure. We are therefore always looking for ways to support and encourage you to grow alongside OCA as the charity grows and will work on an individualised learning and development plan for you each year.
- Employee Assistance programme: Your well-being is important to us and to help support this our employees and their direct family have access to a 24-hour confidential and free Employee Assistance Programme phone line to support with both personal and work-related issues.
- Social events for the team: We believe work should be fun and to have the opportunity to enjoy the great team we work with. To give you a flavour of this, please ask how our guided tour around the East End of London went, highlighting how women were involved in the area's vibrant history.

Our commitment to equality, diversity, and inclusion:

We are committed to actively promoting equality, diversity and inclusivity and welcome enquiries and applications from underrepresented groups, including minoritised communities and applicants with disabilities. At Ovarian Cancer Action, we firmly believe that embracing diversity, promoting equality, and fostering inclusivity are not just buzzwords but essential values that drive our success. We understand that a diverse workforce brings together unique perspectives, experiences, and talents, which ultimately fuels innovation and enhances our ability to better serve the communities we serve and work with.

How to Apply

If this sounds like the role for you, we'd love for you to apply with the following:

- Tell us why you think this role is for you and what makes you stand out. Naturally, we'd love to hear about your experience, your highlights, what you've learnt in your career, what you want and need to learn. (Ideally no more than a page).
- Your latest CV. (Please do not add photos or graphics to your CV as we use blind shortlisting at this stage of the process.)

The deadline for the role is 10.00 am on Monday 26th February 2024.

To apply please click on the following link:

<https://www.charityjob.co.uk/jobs/ovarian-cancer-action/senior-supporter-care-officer/952311?tsId=36>

Interview dates: First virtual interviews and second face to face interview will both take place in the week commencing 4th March.

NB: We reserve the right to close the deadline for applications early if we receive a high level of quality responses.