

# Role Description

## Chapter Member – Help



### Supporter Care Administrator

This role sits within the Help Chapter and is supported by the Chapter Lead.

**Salary range:** £25,553 - £28,500 per annum  
Step A

**Hours:** 35 per week

**Location:** Home-Based

**Disclosure Level:** Basic

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### About the Help Chapter

The Help chapter brings together our core services responsible for responding to incoming enquiries from supporters, beneficiaries and members of the public, including managing and responding to feedback and complaints.

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### About the role

As a Chapter Member at the National Deaf Children's Society, you'll be in a Chapter of like-minded and skilled specialists, experts, and emerging experts. Chapters are self-organising, and every member has a vital role to play, sharing their skills, knowledge and experience and learning and developing together. You will follow the agile values and principles and work collaboratively with colleagues to deliver on strategic objectives and value for our customers. Led by the Chapter Lead all Chapter Members will value and respect each other's contribution and learn and develop collaboratively.

You will provide excellent levels of supporter care to National Deaf Children's Society donors and supporters, by investigating and responding to enquiries promptly, fulfilling requests and maintaining records. As a National Deaf Children's Society representative, you will be polite and professional at all times, working with your Chapter Members to go above and beyond to ensure the ongoing loyalty of our supporters.

You will manage complaints from donors, supporters and members of the public in a comprehensive and timely manner, liaising with fundraising agencies to address the issues raised and tailoring responses based on the nature of the complaint and the outcome of any investigation.

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### What a day in the life of a Partnerships Development Manager might look like:

- Act as the first point of contact for enquiries and information requests from supporters received via phone and email.
- Deal with complaints from National Deaf Children's Society donors, supporters or members of the general public following agreed processes.
- Co-ordinate with your Chapter Members to manage a shared workload and ensure daily tasks and all enquiries are dealt with in a timely manner.
- Follow procedures and maintain accurate database records; making general amends, managing Direct Debits and donations and recording Gift Aid declarations.
- Liaise with internal departments and external suppliers to gather the necessary information and evidence to investigate and respond to complex complaints and disputes in line with organisational policy.
- Regularly meet with your Chapter and share valuable insights and support.

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### Who are you?

- You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment
- You have a can-do attitude and are focused on achieving outcomes
- You're happy to share your thoughts, skills, knowledge, and experience
- You have an open mindset and embrace new concepts and ideas
- You're a natural collaborator
- You're adaptable within a changeable environment
- You thrive in an agile product design and delivery environment

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### What will be in your toolkit?

- Strong digital skills and a sound understanding of agile values and principles
- A commitment to the organisation's culture
- Comfortable with ambiguity
- An exclusive focus on customers
- An enthusiasm for giving and receiving continual feedback

# Person Specification

## Supporter Care Administrator



Essential Criteria		How it is measured
<i>A – Application    I – Interview    T – Test or Presentation    Q – Qualification</i>		
1.	You are experienced in dealing with members of the public, consistently providing high level of customer service and have strong personal resilience when dealing with complaints or high volumes of enquiries.	A/I
2.	You have excellent organisational and administrative skills; experience of following and maintaining written procedures for areas of responsibility.	A
3.	You have experience using Microsoft tools such as SharePoint, Excel, Word and a Customer Relationship Management (CRM) database.	A
4.	You have excellent oral and written communication skills, including the ability to draft accurate and persuasive correspondence.	I/T
5.	You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.	A/I
6.	You have a can-do attitude and are focused on achieving outcomes.	A/I
7.	You have an open mindset and embrace new concepts and ideas.	A/I

Desirable Criteria		How it is measured
<i>A – Application    I – Interview    T – Test or Presentation    Q – Qualification</i>		
1.	Strong digital skills and a sound understanding of agile values and principles	I
2.	BSL Level 1 or above, a good level of deaf awareness and/or working towards BSL level 1 or above. Understanding and experience of deafness and British Sign Language skills or a willingness to learn.	I/Q
3.	Experience of working in the voluntary sector in a fundraising department.	I