



*ellenor.**
hospice care in your home or ours

Job Description

Supporter Care Administrator

ellenor.org



01474 320007

Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Supporter Care Administrator

Department: Income Generation

Contract Terms: 26 Hours Per Week

Salary: £25,719 to £26,496 (depending on experience)

Location: **ellenor**, Gravesend, Kent, DA11 7HQ.

Responsible To: Supporter Care Team Leader

Accountable To: Director of Income Generation

Manages: N/A

About

Us: **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job Purpose:

The Supporter Care Administrator serves as the first point of contact for supporters, ensuring every interaction is warm, professional, and reflective of **ellenor's** values. This role plays a pivotal part in delivering exceptional supporter experiences by handling inquiries with empathy, processing donations efficiently, and maintaining accurate supporter records.

Working closely with the Fundraising and Finance teams, the role ensures all donations are recorded, reconciled, and coded correctly in the Donorflex database. A key focus is on timely and personalised stewardship, proactively engaging with supporters to strengthen relationships, reduce attrition, and maximise fundraising opportunities.

Additionally, the role supports the administration of **ellenor's** lottery and raffle programmes, ensuring compliance with the Gambling Act 2005 while providing a seamless and positive experience for participants.

With a strong attention to detail and a supporter-first mindset, the Supporter Care Administrator continuously seeks opportunities to enhance donor engagement, improve processes, and contribute to the long-term success of **ellenor's** fundraising efforts.



Main Duties and Responsibilities:

- Process all donations (cash, cheques, cards, Direct Debits, vouchers) in Donorflex within SLAs and reconcile income with accounts and bank statements.
- Import standing orders, Direct Debits, and event sign-ups while maintaining accurate supporter records and high data quality.
- Batch and bank donations promptly, update supporter details, and ensure correct income coding with Fundraising and Finance teams.
- Process Gift Aid declarations and proactively confirm Gift Aid status with supporters.
- Ensure timely, personalised thank-you communications (95% within five working days), referencing previous gifts or engagement history where possible.
- Proactively engage with active and lapsed supporters via phone, email, and post to strengthen relationships, understand motivations, and identify potential major or legacy donors.
- Be the first point of contact for Fundraising calls, responding warmly, handling sensitive inquiries with empathy, and directing supporters appropriately.
- Assist supporters with event registrations, provide confirmations, and offer ongoing communication and support throughout their participation.
- Identify opportunities to enhance supporter experience through tailored follow-ups, satisfaction checks, and meaningful engagement opportunities.
- Accurately input lottery and raffle data, support daily lottery operations, and handle related inquiries.
- Conduct weekly lottery draws, complete end-of-week procedures, and ensure compliance with the Gambling Act 2005.
- Manage raffle responses, ensuring timely processing and banking, while continuously reviewing and improving lottery and raffle administration.
- Take initiative in identifying gaps in supporter engagement and suggest improvements to enhance donor retention and experience.
- Proactively reach out to eligible supporters to solicit Gift Aid declarations, ensuring all necessary paperwork is completed and processed in line with regulations to maximise income.



Health and Safety:

The post holder has the responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to consider developments in the organisation, department or role.

Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- Proficiency in Microsoft products, including Word, Excel, and Outlook, with the ability to use these tools efficiently for data management, communication, and reporting.

Experience:

- Experience of data entry and advanced proficiency in Excel and Microsoft packages.
- Demonstratable experience of delivering excellent supporter care/customer service within a similar role.
- Office and administration experience.
- Proven ability to manage sensitive inquiries with empathy, particularly in a charitable or healthcare setting.
- Experience within the charity sector, financial administration, and ensuring data accuracy and integrity (desirable).
- Experience with data importation and system/ procedure creation for organisational improvement (desirable).
- Experience of handling customer/supporter phone calls (desirable).

Knowledge, Skills and Attributes:

- Proficient written English capable of responding to support emails and writing thank you letters.
- Technical proficiency in database usage, data processing, and accuracy.
- Excellent attention to detail and exceptional IT skills.
- Goal-oriented with a proactive approach to teamwork, working independently and with initiative.
- Quick learner with the ability works well in a fast-paced environment, ensuring deadlines and SLAs are met.
- Proactive and solutions-focused with the ability to identify gaps in processes and suggest improvements to enhance supporter experience and engagement.
- Confident communicator with the ability to handle incoming supporter enquiries through phone, email and mail with a caring and professional attitude.
- Collaborative and team-oriented, able to work effectively with colleagues across Fundraising and Finance teams.
- Advanced knowledge of Microsoft Excel, including formulas and functions (desirable).
- Clear understanding of Gift Aid & GDPR (desirable).

