



SUPPORTER CARE ASSISTANT

CoppaFeel!

Based at Boob HQ, London / Hybrid - 2 days in the office per week

Full Time - 37.5 Hours

6 Month Fixed Term

Start date - September 2024

Salary - £26,000

About CoppaFeel!

CoppaFeel! exists to educate and remind every young person in the UK that checking their boobs isn't only fun, it could save their life. We are the first breast cancer charity in the UK to create awareness amongst young people, with the aim of instilling a new healthy habit that could one day save their life.

We are a small team which, collectively, has one almighty big voice. We were founded out of a need to right wrongs, and when we hear of more people diagnosed late, or young people dying from this disease, we know there isn't a more powerful reminder to get up out of bed every morning.

CoppaFeel! is about more than discovering a cancer diagnosis. It's about empowering everyone to be proactive about their health, as well as their outlook on life. It's about knowing your boobs; knowing that if you do find something, you know what to do and if found early, you have many options. Put simply, breast cancer does not need to be detected late, and as long as we are here and continue to be supported by people like you, we will do all we can to make sure this doesn't continue to happen.

The Role

This is an excellent opportunity to join the dynamic fundraising team at CoppaFeel!, the pioneering breast cancer awareness charity, as a Supporter Care Assistant.

We are looking for a Supporter Care Assistant to help provide exceptional support to our valued supporters during our busiest period of the year, Breast Cancer Awareness Month. This period is when we are managing an increased amount of fundraising activities (including Corporate Partnership activations) and when we receive the most enquiries about supporting CoppaFeel!. Breast Cancer Awareness Month is the time when our fundraisers need the most support from us and it is a lively, fun and interesting time to be part of the team. As the charity continues to grow rapidly, it has started to become a time where our staff resources are limiting us in making the most of the opportunities so we would like someone to join our team to help and support us in maximising this time of year.

In this key role, you'll be at the forefront of our mission to educate and empower young people about the importance of early detection of breast cancer. Your passion for making a difference, combined with your excellent communication skills, will help us provide exceptional support to our valued supporters. Alongside delivering outstanding supporter care, you will also handle essential administrative tasks to ensure the smooth running of our fundraising operations. This role will support the different team functions across the fundraising team; including Individual Giving and Partnerships. This is currently a 6-month fixed-term contract within our fast growing team with ambitious growth aspirations as we are implementing a new CRM system and want to assess how this impacts some of the responsibilities and administrative elements of this role. If you're enthusiastic, compassionate, and ready to contribute to a cause that saves lives, we want to hear from you!

This is a hybrid role, with the expectation that you will attend the London office at least 2 days per week due to the nature of the role. You will be required to attend the office for quarterly team meetings, department meetings and in person training, we will provide plenty of notice for when you are required to be in for these purposes.

CoppaFeel! reserves the right to close the vacancy early in the event that we receive a high number of applications before the closing date.

Position in the organisation

You will report to the Head of Individual Giving.

You will sit within the Fundraising Team.

Duties and Responsibilities

Supporter Stewardship

- Respond to a range of fundraising enquiries in a timely manner, liaising with supporters via email and over the phone as appropriate.
- Send out ad hoc postal requests for fundraising materials from CoppaFeel!'s office.
- Work with the Individual Giving Manager in supporting the creation and postage of weekly thank you letters and gifts for donors. Supporting the thanking of corporate partners as appropriate.
- Ensure communications with supporters are recorded on our CRM system.
- Identify high performing fundraisers or supporters to submit for Chest Champion status to ensure recognition and celebration of their support.
- To attend events to represent CoppaFeel! and the Fundraising team.
- To support in the stewardship of small businesses based on our small partnership criteria including monitoring activity and stewarding through dedicated fundraising platforms.

Coordination of fundraising materials

- Support the Operations team in coordinating fulfilment of requests for postage of materials.
- Responsible for monitoring the inventory of fundraising materials within the office and our storage unit.
- Ensure our fundraising materials remain relevant and up to date with current fundraising guidance, CoppaFeel! health messaging and branding.

Administration

- Work with our Finance Executive to support accurate finance reconciling of donations and income streams along with general finance administration.
- Code the back end of JustGiving pages to ensure accurate income reconciliation and reporting.
- Create and maintain up-to-date records on our donor database.

- Pull accurate reports from our donor database as requested by the Fundraising team to maximise donor engagement and retention.
- Adhere to GDPR requirements.
- Participate in CoppaFeel! fundraising and team meetings.
- Identify any opportunities for the promotion of fundraising opportunities in our organisational social media coverage or CoppaDrop mail newsletter by highlighting gaps or availability to the relevant members of the Fundraising team.
- Identify and share updates from across the organisation as appropriate
- Support on coordinating travel for the Fundraising team where necessary for events and meetings.

Skills, Experience and Qualifications

Essential

- Very good administrative skills.
- Very good organisational skills.
- Good time management skills.
- Ability to plan and meet deadlines.
- Ability to work effectively with colleagues at all levels across the department and organisation.
- Comfortable meeting new people and building relationships.
- Good initiative with an eagerness to learn.

Desirable

- Experience of customer service both in person and on the telephone and email.
- Experience of fundraising.
- Experience of the charity sector.

Application information

Applications will close on 4th August with the aim to commence interviews on W/C 12th August.

Main Benefits and Terms & Conditions

Annual Leave entitlement – 22 days + public holidays, a day off for your birthday and for Kris' cancer anniversary.

Benefits

- Wellbeing fund
- Employee Assistance Programme
- Access to Self Space training and 1:1 therapy
- Core working hours 10am – 4pm
- 9 day fortnight
- Enhanced Maternity and Paternity Leave

Equality, Diversity, and Inclusion

At CoppaFeel! we support a diverse range of communities and we understand that diversity within our team is central and crucial to meeting the needs of the young people we exist to serve. We strongly encourage applications from Black, and people of colour, LGBTQIA+ candidates, candidates with disabilities, from men, and from those with a lived experience of cancer because we would like to increase the representation of these groups within the charity.

We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching the charity's needs with the skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We recognise the value in encouraging a diverse range of perspectives, skills, experience and knowledge at the charity.

While the successful candidate will be selected purely on merit, in the event of a tie between two candidates with equal suitability, we may select a candidate with lived experience of the issues we are seeking to address through our work.