



Diabetes Research &
Wellness Foundation

Supporter Services Manager

Recruitment Pack



Welcome

from our CEO.

Thank you for your interest in the 'Supporter Services Manager' position at Diabetes Research & Wellness Foundation (DRWF).

Included in this pack is some background information about the charity along with application section you are required to complete.

DRWF is a very special charity with a small but dedicated team. We were established more than 25 years ago by parents of children with type 1 diabetes who have first hand experience of the challenges that this can present. Our support programmes extend across all types of diabetes and people with lived experience are at the heart of what we do, working across the organisation as members of the Board, employees and volunteers which means that our activities remain focused on addressing the challenges that people with all types of diabetes live with every day.

Since inception in 1998, the incidence of diabetes has more than doubled in the UK, with around 90% being related to type 2 diabetes, which can often be prevented. Our strapline underpins the fundamental principal on which all our charitable activities are based, 'staying well until a cure is found...' We provide awareness, information and educational programmes to support a proactive approach to self-management, whilst the research that we fund seeks to understand the causes, treatment and cure of all types of diabetes. The Administration Assistant role is integral to this aim.

If you are excited about joining our team and want to help us achieve our ambitious vision of a world without diabetes, we look forward to hearing from you.

Look forward to hearing from you.

Sarah Tutton



About Us

Who we are

We aim to **support** people with diabetes, through the provision of information and guidance, while the researchers we fund continue to work towards finding a cure.

We undertake national **awareness campaigns** to ensure the public are aware of all types of diabetes, risk factors, symptoms and potential complications.

We **provide resources** to people living with diabetes to support better self management. We also serve diabetes and related healthcare professionals in support of their patients through the provision of educational events and advisory literature.

We seek to achieve these goals by:

- The funding of scientific and clinical research studies
- The promotion of screening, wellness and other health related programmes
- The operation of a membership Diabetes Wellness Network encouraging the sharing of knowledge and the provision of professional advice
- The organisation of events focused on the provision of practical advice and information
- The dissemination of information on diabetes for the purpose of informing the general public on the symptoms, causes and effects of diabetes
- The provision of advisory literature to diabetes clinics for distribution to patients
- The establishment of community out-reach programmes



Our History

DRWF was established in the USA in 1993 by two people with a very personal connection with type 1 diabetes. Having two children diagnosed with the condition made for a commitment and dedication to the cause from Mike Gretschel and his business partner, John Alahouzos, that has never wavered and remains true to its original desire - to find a cure for diabetes.

In 1998, DRWF was incorporated and registered as a charity in the UK and has since become a recognised provider of awareness, educational support programmes and leading funder of diabetes research in the UK and around the world.

We proudly work with our sister organisations in the US, France, Sweden, Norway and Finland under the umbrella of the International Diabetes Wellness Network. Together we work on global awareness and educational campaigns and collaborate on international research funding projects.



We raise awareness

of all forms of diabetes so that people may take preventative actions and access support and guidance.



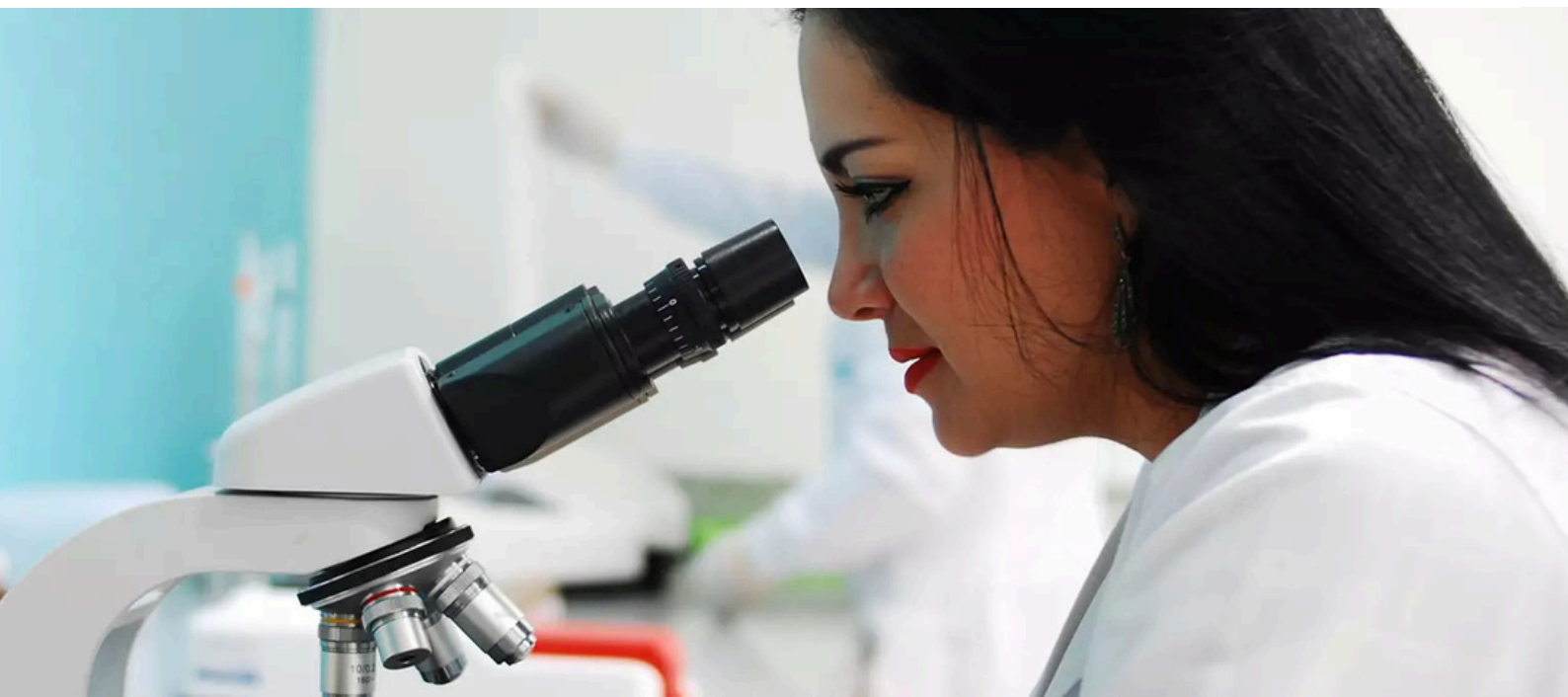
We provide support

with a pro-active approach to wellness and self-care, to reduce the risk of complications and enhance quality of life.



We are funding research

in the UK and around the world to better understand diabetes and ultimately to find a cure.



Job description

Job Title: Supporter Services Manager.
Reports to: Chief Executive Officer (CEO).
Direct Reports: A small team of direct reports.



About this opportunity

The Supporter Services Manager role is a fantastic opportunity for an enthusiastic, charity minded individual to lead our Supporter Services team, based in Havant.

Our Supporter Services team is positioned at the very centre of the organisation, serving all charitable activities. They are recognised as the true guardians of stewardship with a critical role to play in supporter engagement, development, and retention.

The Supporter Services team is instrumental in ensuring that supporter relationships are personalised, engaging, and fulfilling, and that donations and communications are dealt with efficiently to ensure the success of our fundraising and programme activities, and longevity of supporter relationships.

How you can make a difference...

Every journey starts with a communication of some sort and results in an engagement and/or a gift to the charity. We are a small team working as one, to ensure we meet the complex needs of our supporters through our subscription and donation-related campaigns. This means that we don't only open and bank, but we analyse, we respond, and we care about what our supporters are telling us, creating the supporter insight that helps us to develop programmes and grow our reach.

The Supporter Services Manager will oversee and lead on all aspects of the Supporter Services Team operations ensuring high quality and efficient systems and processes that deliver an excellent supporter journey.



Role purpose

The Supporter Services Manager reports directly to the Chief Executive and is primarily responsible for ensuring that we have systems and operational processes that support high quality and efficient supporter stewardship through data capture, donation handling and processing, and fulfilment of fundraising and beneficiary resources.

Key areas of responsibilities

Management of Supporter Services Team:

- Manage a small team of Supporter Services Officers, providing them with a clear strategy and operational plans for donation handling and data management that deliver an exceptional supporter journey across the charity.
- Report on agreed KPIs throughout the year in-line with the Supporter Services strategy.
- Maximise opportunity for all avenues of charitable activity by gathering and providing insight to inform our campaigns and programmes, liaising with the wider DRWF team to ensure consistency of approach.
- Monitor capacity and workflow within the Supporter Services team to inform growth and development plans as well as provide for contingency and sustainability within the team.

Operations:

- Oversight of processing high levels of donations specifically cheque, cash, and credit card.
- Lead on monitoring fraud risk in the donation handling/processing workstream and routinely conduct cost analysis on IT system requirements and payment processing gateways to ensure cost effectiveness.
- Hold responsibility for compliance requirements associated with the security of processing personal information across Supporter Services communications to meet GDPR, PECR and other data protection regulations in-line with our Information Security Policy.
- Contribute to the charity's PCI (payment card industry) DSS compliance processes.
- Oversee effective handling of supporter complaints and take responsibility for ensuring that FPS (Fundraising Preference Service) registrations are accurately recorded in the charity's database and annual reporting figures are provided.
- Update to our response handling and data management documents, as activities, systems, or processes change.



Person Specification

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- Supervisory experience of managing a small team, preferably a payment processing team where you have had responsibility for managing operational systems, processes, and resources.
- Passion and commitment to deliver excellent levels of supporter service in a timely and professional manner, with a positive 'can-do' attitude.
- Excellent verbal communication skills and the ability to communicate clearly and effectively in written correspondence. You'll also have a talent for explaining things in a calm, reassuring, straightforward manner.
- Good numeracy skills and be at ease working with numbers. Confidence using and explaining basic financial reporting is desirable.
- Ability to maximise departmental productivity and overall efficacy.
- Broad knowledge of GDPR and Data Privacy requirements.
- Demonstrated IT literacy and experience of using a modern CRM/database.
- You will be required to work within the spirit of the charity's culture and values at all times, to ensure that our supporters are well served, have the optimum supporter experience and establish long-term, engaged, relationships with the charity and its activities.

Desirable Experience/Skills/Competencies

- Experience of people management
- Awareness of the legal and regulatory environment within which the charity operates
- Experience of working within the Third Sector



Terms of appointment and how to apply

Reports to: Chief Executive Officer (CEO).

Salary: £17,680

Hours: 20 hours per week. *(Typically across 5 days but hours and days are negotiable)*

Contract: Permanent, Part Time. *(3 month probationary period).*

Place of work: DRWF, Langstone Park, Havant, PO9 1SA *(with regular travel across region).*

Benefits of working for DRWF:

- Salary, as per employment agreement.
- 25 Days Annual Holiday (pro-rotal)
- 8 additional Public Holidays.
- FREE onsite parking.
- Standard Life Pension (following probationary period).
- Access to Employee Assistance Programme
- Reduced on site Gym Membership

How to apply:

Please send your compliment application to:

[Mikyla Fernandes, Admin Assistant to the CEO - mikyla.fernandes@drwf.org.uk.](mailto:mikyla.fernandes@drwf.org.uk)

Closing Date: Friday 10th January 2025 (we will view applications throughout this period).

Interviews: W/C 20th January 2025.



Diabetes Research &
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