

RUTH STRAUSS FOUNDATION

JOB DESCRIPTION

Job Title: Supporter Care Executive

Salary: Commensurate with experience

Responsible to: Head of Fundraising, Ruth Strauss Foundation

Accountable to: Board of the Ruth Strauss Foundation

Hours per week: Four days per week

Location: Home based to begin with, then 50% office based (Lord’s Cricket Ground NW8) when the ground re-opens subject to Covid-19. May require some travel to meet supporters and attend events

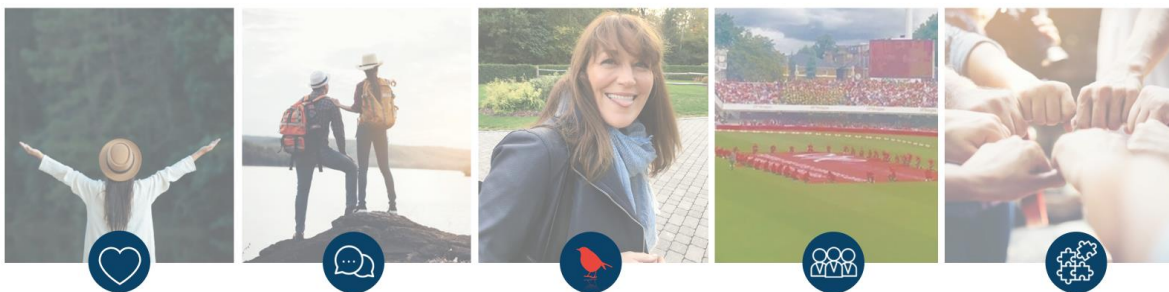
Ruth Strauss Foundation

Early 2018, Ruth Strauss, wife of Sir Andrew Strauss the former England cricket captain, was diagnosed with an incurable lung cancer that affects non-smokers. Ruth died on December 29th 2018; she was 46 years old and mother to two children, then aged 10 and 13.

In her memory, Sir Andrew has launched The Ruth Strauss Foundation to:

- Provide emotional support for families to prepare for the death of a parent from cancer
- Raise awareness of the need for more research & collaboration in the fight against non-smoking lung cancers.

OUR SPIRIT *We Are* 



Compassionate

With dedication & understanding we strive to improve the lives of those affected by cancer.

Pioneering

We are unafraid to think and respond differently. Our aspiration is to pioneer change.

Spirited

We carry Ruth's spirit in delivering our mission: with determination, grace & laughter.

Professional

We take pride in our approach; it's the little extras that make the difference.

Family First

Without compromise, family is at our heart - together we can make a difference.



Job Purpose

We are looking for a strong candidate who can manage exceptional stewardship of supporters, care of fundraisers and provide consistent operational and administrative support to the fundraising and marketing team.

The Supporter Care Executive will work with the RSF team, our fundraisers, ambassadors, and suppliers and will fulfil an integral role in the day-to-day operations of the Foundation.

Key relationships

- Head of Fundraising of the Ruth Strauss Foundation
- Executive Team of the Ruth Strauss Foundation
- Board of the Ruth Strauss Foundation
- Foundation supporters and partners

Role Profile and Key Responsibilities

The Supporter Care Executive has several responsibilities to execute. Some of these roles include:

- Supporter Care: provide support to fundraisers, donors, event attendees and ambassadors
- Coordinating small individual events and experiences for supporters, including fulfilment of auction experiences and merchandise
- Coordinating and delivering the banking and thanking of donations to the Foundation. This incorporates detailed personal records management, gift administration, multi-channel liaison with supporters and the RSF Treasurer and use of the (Salesforce) CRM system
- Fundraising Platforms support: provide support where required for the management of the charity's various digital fundraising platforms including JustGiving, Virgin Money Giving etc
- Support for the Event and Community Manager and Head of Fundraising when required
- Postage and packaging of correspondence including promotional materials, thank you letters and appeals
- Receptionist support: First responder to incoming enquiries from supporters of all types
- MarComms support: Identify fundraisers for case studies for RSF newsletters and ad-hoc social media support

What we are looking for:

In addition to someone who can embody the spirit of the RSF, you should also have the following skills and experience:

- At least one year working experience in a fundraising or customer support role
- Experience of CRM systems
- Experience working for a start-up or a charity
- Exceptional organizational skills and the ability to manage a significant volume of incoming enquiries and keep on top of records management
- A willingness to adapt and be flexible. There are often new projects, changing priorities, and new processes that you will need to embrace.

- A keen interest in data and exceptional attention to detail
- Commitment to provide a consistently high level of care and personal stewardship to RSF donors and supporters.
- Ability to work independently and proactively
- Confident IT skills and ability to adapt to use of unfamiliar systems and processes, ensuring timely & successful completion of roles and responsibilities
- Diplomatic and tactful. Confidence to be assertive when required
- Experience of working autonomously and as a self-starter

How to apply:

Please send your CV and covering letter to Rosie Ranganathan by 16th October 2020.

rosie.ranganathan@ruthstraussfoundation.com

The shortlisted applicants will be asked to interview via zoom week commencing 26th October 2020 with a view to appoint the successful applicant by early November 2020.

If you have any queries on this role, please contact Rosie Ranganathan

rosie.ranganathan@ruthstraussfoundation.com

END

