



**URBAN
SAINTS**

Supporter Care Coordinator

Information Pack



ABOUT URBAN SAINTS

Urban Saints (once known as Crusaders) equips youth leaders to disciple young people in today's changing world. Through relevant training, high-quality resources, and a community to be supported and encouraged, we help leaders grow in confidence as they share Jesus - especially with young people who have no connection to church. Our vision is to see every young person given the opportunity to explore faith, wherever they are.

OVERALL PURPOSE OF THE ROLE

As our Supporter Care Officer, you will be the friendly and professional first point of contact for our valued Crusaders Associates, those who have been on the journey of Urban Saints since we were known as Crusaders. You'll play a key role in delivering exceptional supporter experiences, ensuring timely and accurate responses to enquiries, and maintaining high standards of data integrity. Your work will help continue and build lasting relationships that inspire ongoing support for our mission from those who have journeyed with us over many years.

We want to provide our Associates with the very best experience possible. This role will act as the first line of support for long-standing supporters, responding to enquiries, managing interactions and deepening their engagement with Urban Saints in the present. Your personalised approach and friendly manner will help them feel valued, to understand the life changing difference they make and will deepen their connection to our work. This role is instrumental in ensuring a seamless supporter journey, helping to retain supporters while providing valuable insights to the organisation to improve supporter experiences.

KEY RESPONSIBILITIES

- Respond to associate enquiries via phone, email, and post in a timely, warm, and professional manner, with empathy and attention to detail throughout.
- Listen and respond to the needs of each supporter, understanding their motivations and experiences to foster long-term relationships.
- Develop a programme to regularly thank donors for their support and find out more about them, including a schedule of supporter phone calls and sending a donor survey.
- Manage acknowledgements of donations in a timely manner via phone calls and email, liaising with our external partner to send out thank you letters/ cards.
- Ensure supporters feel valued and appreciated.
- Undertake general supporter admin as required.
- Maintain accurate supporter records (including interactions, comments and complaints) on our CRM system, ensuring data is up-to-date and GDPR-compliant.
- Monitor and report on supporter feedback, and key supporter data and insights within the organisation, to elevate the supporter voice and help Urban Saints to improve our engagement strategies.
- Assist with the administration of legacy enquiries.
- Support the delivery of fundraising campaigns by assisting with mailings, thank-you communications, and event logistics.
- Work closely with the Head of Development to ensure consistent messaging and supporter journeys.
- Keep up to date with developments in fundraising practice and comply with the Fundraising Regulator Code of Fundraising Practice and charity/fundraising law at all times.
- Participation in the Urban Saints Team:
 - Actively work in collaboration with the wider Urban Saints team.
 - Participate in regular team meetings, for your department and for the staff team.
 - Attend extended team events, including two whole-team residentials per year (dependent on full-/ part-time contract).

The above list of job duties is not exclusive or exhaustive, and the post holder may be required to undertake other duties that reasonably fall within the nature of the role and responsibilities of the post. There will be occasional out-of-hours work required.

ABOUT YOU

We're looking for a compassionate and highly organised individual who excels in building meaningful relationships and delivering exceptional support care. The ideal candidate will be an empathetic communicator, skilled at listening and responding to donor needs with warmth, professionalism and attention to detail. You should be confident managing administrative tasks, maintaining accurate records and using data to enhance supporter engagement. A proactive mindset, commitment to best practices in fundraising, and a genuine passion for making supporters feel valued are essential for success in this role.

SKILLS AND ABILITIES

- Excellent communication and interpersonal skills, both verbal and written.
- Ability to adapt style, tone and content to provide a tailored service to supporters.
- Strong attention to detail and excellent organisational abilities.
- Ability to convey our key messages succinctly and effectively, taking an emotive storytelling approach to demonstrate the impact and outcomes of our work.
- Proficiency in Microsoft Office and CRM systems (e.g. ThankQ, Beacon or similar).

KNOWLEDGE AND EXPERIENCE

- Experience in a customer service or supporter care role, where you provided a great experience for donors or customers.
- Experience working in a charity or not-for-profit environment.
- Knowledge of data protection and fundraising regulations (desirable).
- A clear understanding of safeguarding systems and processes and of confidentiality and the implications of GDPR when working with supporters and older people (desirable).

PERSONAL APPROACH AND ATTRIBUTES

- Proactive and self-motivated with the ability to work independently, using your own initiative, in order to meet deadlines.
- Able to develop collaborative, strong and effective working relationships as part of a team.
- Empathetic and patient, with a genuine desire to help supporters.
- Positive and professional attitude.
- A genuine passion for youth work and the mission of the charity sector (desirable).



Job Title:	Supporter Care Coordinator
Department:	Development
Responsible to:	Head of Development
Terms:	Permanent
Salary:	£15,300-£17,100 per annum (£25,500-£28,500 FTE)
Location:	Hybrid (home-based but with regular travel required to visit supporters and to support events across the UK)
Hours:	22.5 hours per week
Start Date:	As soon as possible

CHRISTIAN ETHOS

This post is subject to an Occupational Requirement that the post holder is a committed Christian under Part 1 of Schedule 9 to the Equality Act 2010. All applicants must be committed to the aims, ethos and values of Urban Saints (www.urbansaints.org/basis-of-faith).

TEAM ENGAGEMENT

All full-time Urban Saints employees are required to attend two team residentials per year (each gathering is 3 days/ 2 nights each). Due to the part time status of your role, we ask that you prioritise either attending one team residential of three days or one single day of two of the residentials. This can be agreed in conjunction with your Line Manager.

DBS CHECK

Due to the nature of this position, any offer of employment with Urban Saints will be subject to a satisfactory DBS check.

BENEFITS

- 25 days annual leave plus bank holidays (pro-rated for part time roles)
- Pension Scheme: we contribute 6% to the Urban Saints pension scheme.
- Life assurance: you will receive life assurance cover to the value of four times your annual pensionable salary.
- Eight volunteering days: you will have an opportunity to volunteer for one of our events or a similar charity of choice (pro-rated for part time roles).



HOW TO APPLY

To apply for this role, send an email to recruitment@urbansaints.org with:

- Your CV.
- A covering letter of no more than two sides explaining why you are a good match for this role, making reference to the responsibilities, skills and experience identified in the recruitment pack.

We would rather AI wasn't used for your answers as we want the real you, and we reserve the right to reject applications if we feel the use of AI has been excessive.

The closing date for applications is **Friday 29th August, midday**. Please note, we will be actively reviewing applications ahead of the closing date and reserve the right to close applications before this date.