

<p>Job Title Supporter Care Advisor</p>	<p>Directorate and team This role sits in the Customer Care Centre team in the Operations Directorate</p>
<p>Key focus of the role As the first point of contact for supporters and members of the general public, the Supporter Care Advisor’s role is to put the supporter at the heart of every engagement by delivering excellent customer service. As a Supporter Care Advisor, you are expected to effectively respond to queries by phone, email, letter, social media and web chat on all aspects of our work.</p>	<p>Customer Care Centre</p> <pre> graph TD CCM[Customer Care Centre Manager] --> OCLM[Online Community & Learning Manager] CCM --> SCTL[Supporter Care Team Leader] CCM --> HTL[Helpline Team Leader] CCM --> DAL[Data Analyst] </pre>
<p>Key Deliverables</p> <ul style="list-style-type: none"> Answer and take ownership of queries from customers. Take payments and make amendments to supporting and professional memberships, as well as fundraising and in-memory donations. Keep supporter’s records up to date and in line with GDPR processes. Undertaking general day-to-day admin, including sending thank you letters and acknowledgements and completing white mail, using CRM systems. 	<p>Job and reporting Line</p> <pre> graph TD SCTL[Supporter Care Team Leader] --> SCA1[Supporter Care Assistant Team Leader 1] SCTL --> SCA2[Supporter Care Assistant Team Leader 2] SCA1 --> SCA1A[Supporter Care Advisors] SCA2 --> SCA2A[Supporter Care Advisors] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: 21 hours per week (part-time) Monday-Friday 9am-6pm Location: Training and probation London office based. Flexible working thereafter. Salary range: Band 7 	
<p>Key working relationships internal With line manager (Supporter Care Assistant Team Leader) Other Supporter Care Advisors Internal teams</p>	
<p>Key working relationships external Supporters and all other customers contacting the organisation. DVLA</p>	

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities – What you need to do

Making Decisions	Managing and Developing Self	Communicating with Others	Building External Relationships
<ol style="list-style-type: none"> 1. Work quickly to establish the needs and wants of the customer to advise on the best possible outcome. 2. Effectively triage queries to relevant teams and signpost where appropriate. 3. Prioritise tasks based on the agreed Contact Centre Service Level Agreements. 4. Encourage customers to take advantage of our supporting and professional memberships, where appropriate. 	<ol style="list-style-type: none"> 5. Use diabetes knowledge and delivered briefings to advise customers on an array of topics. 6. Engage in Learning and Development activities as required. 	<ol style="list-style-type: none"> 7. Help to develop and support the training of new members to the team using the contact centre systems and relevant software. 8. Request information and support from other teams when information is needed regarding events, campaigns and other DUK activities. 9. Communicate with colleagues and customers in line with our organisational values when discussing a query or thanking them for their kind donations. 	<ol style="list-style-type: none"> 10. Be the first point of contact for supporters and external organisations via phone, email, web chat, social media and letter. 11. Always put our customers first and take ownership of the communications to effectively resolve or support a query 12. Provide first line self-empowerment support and liaise with external agencies when required.

Skills, knowledge and behaviours – How you need to do it

Making Decisions	Managing and Developing Self	Communicating with Others	Building External Relationships
<ol style="list-style-type: none"> 1. Demonstrate the ability to make informed decisions under pressure that will benefit the supporter and the organisation 2. Show excellent timekeeping skills and adaptability when completing tasks 3. Deciding and summarising customer interactions using the data capture system within our call handling system. 	<ol style="list-style-type: none"> 4. Keep up to date with internal and external events relating to diabetes and the work of Diabetes UK 5. Work independently and collaboratively to complete tasks and manage time accordingly. 6. Have an awareness of potential areas of improvement and pro-actively take steps to engage with any coaching, training and support available. 	<ol style="list-style-type: none"> 7. Effectively communicate with colleagues and customers in a professional manner demonstrating high standards of written and verbal communication. 8. Work together to support colleagues and maintain a positive working environment. 	<ol style="list-style-type: none"> 9. Demonstrate empathy towards our customers across all channels of communication 10. Always remain professional when interacting with external parties 11. Follow Diabetes UK tone of voice in verbal and written communication.

Qualifications – Qualifications you need to carry out this role

Previous experience using Microsoft Office software (Outlook, Excel, Word)