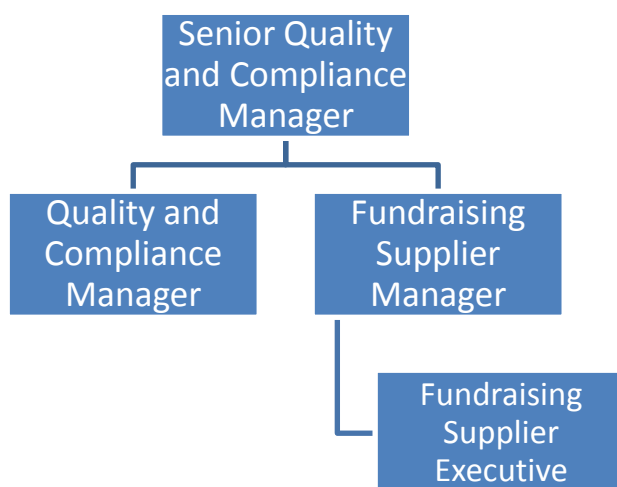


## Fundraising Supplier Manager

DIRECTORATE:	Engagement and Fundraising
SECTION:	Business Support
REPORTING TO:	Senior Quality and Compliance Manager
CONTRACT:	Permanent/ Full time



## WORKING RELATIONSHIPS:

<b>Inside Diabetes UK</b>
All Fundraising and Engagement teams specifically; Direct Marketing, Corporate Fundraising, Trusts, Major Donors, Marketing and Community and Events. Plus key internal partners including Information Technology, Finance and Legal.
<b>Outside Diabetes UK</b>
Third party fundraising suppliers including face to face agencies and telephone agencies, our fulfilment suppliers, lottery provider, other charities, supporters and volunteers

## OVERALL PURPOSE OF THE JOB

At Diabetes UK, we are committed to ensuring that all of our supporters have an excellent experience with us. We want to make sure that our Engagement and Fundraising activity is undertaken with our supporters' best interests at the front of our mind. Not only do we need to meet compliance standards, but we need to go above and beyond this to ensure our supporters and donors are receiving the best possible care from us.

This role will take the lead in ensuring that we are confident in how our key strategic suppliers represent us to our supporters. Diabetes UK works in partnership with its fulfilment houses and professional fundraisers to deliver the best possible supporter experience. This role will involve monitoring the performance of our professional fundraising partners to ensure that they meet both ours and regulatory standards. It will also involve the management of our fulfilment partners across Trading, Response Handling and Lotteries via performance management, issue resolution and complaint handling.

This role will involve travel and occasional overnight stays

#### **MAIN DUTIES AND RESPONSIBILITIES:**

- Manage and monitor the relationships of our key strategic suppliers across response handling and fulfilment, ensuring that they are providing the quality of service that we expect for our supporters and that they are complying with legal and contractual obligations
- Support the Engagement and Fundraising teams in activity that requires the use of response handling or fulfilment activity, delivering innovative solutions that increase efficiency and provide excellent supporter care
- Lead on our continuous improvement programme of how we work with suppliers, reviewing and monitoring key processes across a number of campaigns and fulfilment activities
- Identify when supplier standards fall below our expectations, working with them to address issues and deliver a resolution
- Maintain a view of quality standards across telephone fundraising and third party fundraising activity carried out by suppliers on our behalf, ensuring that they meet our expectations and regulatory standards.
- Create, deliver and facilitate training and monitoring of our fulfilment partners, to ensure that our high standards are extended to supporters who interact with Diabetes UK via these channels
- Manage the relationship with our mystery shopping agency, working with campaign managers to identify areas of concern, maintaining an overall view of quality in this area.
- Manage the Fundraising Supplier Relationship Executive, ensuring that they meet objectives and development plans
- Develop relationships and share best practice in the charity sector, developing knowledge and skills
- Support the Customer Care team with the resolution of all issues or complaints that arise with regards to suppliers and monitor complaints for themes and key issues

#### **PERSON SPECIFICATION:**

##### **The best person for this job will be able to:**

- Build strong relationships with individuals, internal teams and external suppliers
- Negotiate, persuade and handle difficult conversations
- Provide clear guidance and recommendations to others
- Deliver an engaging and motivating training programme
- Develop and improve supplier processes to have a positive impact on our supporters and internal customers
- Make judgement calls on a wide range of activities

##### **The best person for this job will have experience in:**

- Supplier management and representing multiple stakeholders in supplier relationships
- Monitoring performance of suppliers, reporting back to stakeholders and addressing performance where needed
- Trouble shooting and making recommendations to improve processes and outputs
- Developing and redesigning customer facing processes
- Risk management and mitigation of identified risks

**The best person for this job will be:**

- Enthusiastic and able to represent the charity in an engaging manner
- Calm and solutions focused
- Passionate about supporter care and the role that third parties play in this
- A team player, able to build relationships and inspire others
- A self-starter, able to use own initiative