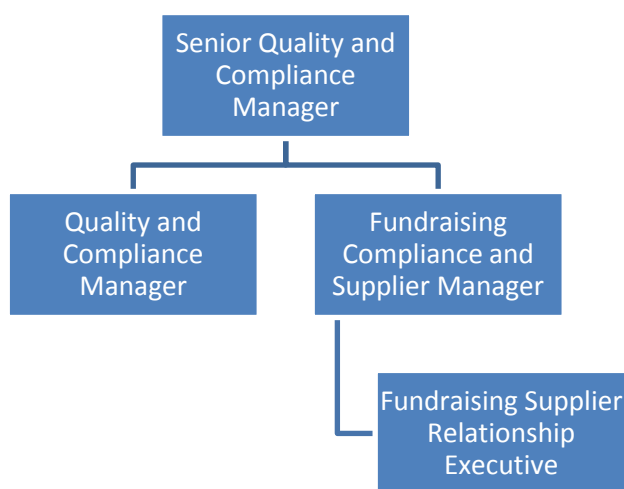


Fundraising Supplier Relationship Executive

DIRECTORATE:	Engagement and Fundraising
SECTION:	Business Support
REPORTING TO:	Fundraising Compliance and Supplier Manager
CONTRACT:	Permanent



WORKING RELATIONSHIPS:

Inside Diabetes UK
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.
Outside Diabetes UK
Third party suppliers including fulfilment suppliers and outbound fundraising agencies. Customers, Health Care Professionals, Supporters and Volunteers. Plus other external partners and contacts at other charities.

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. We want to provide an excellent service across our customer service touchpoints and ensure we are maximising the effectiveness of our supplier relationships.

This role will provide an operational focus to support the smooth running of 'business as usual' relationships with third party fulfilment suppliers and fundraising agencies. It will involve regular liaison between Diabetes UK fundraising product owners and our external suppliers to ensure campaign requirements are clearly understood and that services are being delivered to the required level of quality. It will involve monitoring service delivery across suppliers, issue resolution and performance tracking to

help ensure that our customers and supporters are receiving the best possible experience when responding Diabetes UK campaigns and activities.

This role may involve travel within the UK and occasional overnight stays

MAIN DUTIES AND RESPONSIBILITIES:

- Be the operational lead account manager for the core fulfilment suppliers, and be the main 'go-to' contact for Diabetes UK staff with questions and issues relating to the delivery of services by our fulfilment suppliers
- Log and monitor fundraising and fulfilment supplier performance on a daily basis, and alert key stakeholders when issues arise
- Support with the compliance and quality monitoring of inbound and outbound activity across core fulfilment suppliers, and fundraising agencies with active outbound campaigns
- Maintain an accurate record of which projects are in development, are active or are ready to close with each supplier and assist with tasks and activities as appropriate
- Maintain and update process documentation, with relevant version control, for any changes agreed between product owners, IT and external suppliers in relation to the delivery of a fulfilment service
- Manage the process for highlighting and resolving issues flagged with suppliers and support with resolution tasks as appropriate
- Undertake weekly progress meetings with core fulfilment suppliers to ensure service delivery is on schedule and meets quality requirements
- Support the in-house Customer Care team with the resolution of customer issues or complaints that arise with regards to fulfilment suppliers or fundraising agencies
- Support product owners to brief fulfilment agencies and coordinate campaign set up activities
- Manage the process for bulk resource orders from staff, volunteers and health care professionals, liaising with relevant parties to ensure materials are delivered when required
- Oversee the current stock levels at fulfilment suppliers on a weekly basis and coordinate the replenishment of stock as appropriate to meet upcoming campaign requirements
- Oversee the allocation of invoiced supplier costs back to the relevant fundraising team on a project basis to enable accurate calculation of return on investment
- Be pro-active in identifying where improvements to fulfilment processes could result in a better customer experience, or greater efficiencies within Diabetes UK

PERSON SPECIFICATION:

The best person for this job will be able to:

- Build relationships with individuals and teams across Diabetes UK
- Maintain and develop relationships with external suppliers
- Monitor supplier performance and act on poor performance
- Analyse and troubleshoot operational issues
- Make judgements on task prioritisation and manage a varied workload
- Provide guidance and recommendations to internal colleagues

- Deliver training to individuals and small groups
- Maintain a focus on the end goal of delivering an excellent customer experience

The best person for this job will have experience in:

- Fundraising, specifically the recruitment and development of individual givers
- Working with outsource partners for fundraising, product fulfilment or response handling
- Basic project management of activities and small projects
- The presentation of data in reports for circulation to senior colleagues
- Providing system or process advice to colleagues, and identifying where process improvements could improve efficiency or service quality
- Representing the interests of customers or other stakeholders when tackling issues
- Good working knowledge of fundraising mechanisms such as Direct Debits, Gift Aid and ideally also membership

The best person for this job will be:

- Enthusiastic and able to represent the charity in an engaging manner
- Organised, calm and solutions focused, with good attention to detail and a methodical approach to their work
- Passionate about customer service and the role that third parties can play in delivering this
- A team player, able to build relationships and support colleagues across the charity