


Job Title Fundraising Supplier Administrator	Directorate and team This role sits in the Business Support team in the Engagement & Fundraising Directorate
Key focus of the role Support with the management of our relationships with fulfilment suppliers and professional fundraising agencies, to ensure their service and quality is monitored and meets Compliance and Fundraising Regulatory standards. Liaise with internal product owners and stakeholders with service outcomes, to ensure they are aware of any supplier issues and support with getting these resolved.	Department
Key deliverables <ul style="list-style-type: none"> Monitor calls made by Agencies to supporters or potential supporters to ensure these meet expected compliance and quality standards First point of contact for staff with fulfilment supplier queries Log and resolve compliance and supplier incidents predominantly within the Fundraising Directorate 	 <pre> graph TD HBS[Head of Business Support] --> SIM[Senior Insight & Analysis Manager] HBS --> SDM[Senior Development Manager] HBS --> SQCM[Senior Quality & Compliance Manager] HBS --> ECEL[Excellent Customer Experience Lead] HBS --> SBA[Senior Business Analyst] SQCM --> QCM[Quality & Compliance Manager] SQCM --> FSM[Fundraising Supplier Manager] FSM --> FSA[Fundraising Supplier Administrator] </pre>
Contractual information <ul style="list-style-type: none"> Contract type: Permanent Hours: 35 (full-time) Pay range: Band 6 	Job and Reporting Line
Key working relationships internal All Fundraising and Engagement teams, principally Individual Giving, Content, Marketing, and Community and Events. In addition other key internal teams Customer Contact Centre, Operations, Information Technology, and Finance.	
Key working relationships external Third party suppliers including fulfilment suppliers and outbound professional fundraising agencies. Customers of the online shop, Health Care Professionals, Supporters and Volunteers.	

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Making Decisions	Communicating with Others	Improving Delivery	Managing Resources
<p>1. Select a sample of our inbound and outbound calls made by external professional fundraising agencies to supporters who have expressed an interest in our Lottery or Membership, to listen to and score against defined quality and compliance standards.</p> <p>2. Record call outcomes against agreed questions, and share the results with internal stakeholders.</p> <p>3. Follow up on call failures with stakeholders, ensuring these are logged and ultimately resolved (S).</p>	<p>4. Record issues with fulfilment suppliers by maintaining a queries and issue log.</p> <p>5. Liaise with internal stakeholders to ensure all supplier issues are captured, logged and included in weekly call agendas with our fulfilment suppliers.</p> <p>6. Lead weekly calls with our fulfilment suppliers to review the supplier's issue log, as well as updating the log with notes and actions from the call (S).</p> <p>7. Support product owners and stakeholders briefing fulfilment agencies on their fundraising campaigns, and coordinating campaign set up activities with the supplier to ensure data and responses received are processed correctly.</p>	<p>8. Maintain an accurate and up to date log of compliance and supplier incidents in a log.</p> <p>9. Regularly review the log with stakeholders where required, to resolve and close fundraising incidents, cross reference incidents against our IT incident logging system to ensure the right stakeholders are informed.</p> <p>10. Apply learnings from fundraising incidents to make recommendations on how to improve our processes and working practices to reduce the risk of similar incidents occurring in the future (S).</p> <p>11. Manage the purchase order/invoicing process within the team.</p>	<p>12. Manage the product and leaflet ordering process with our fulfilment suppliers for staff and health care practitioners.</p> <p>13. Liaise with product owners when large order enquiries are received to seek approval from them to release that high quantity, or simply discuss a query about the product such as content or next update to it.</p> <p>14. Create and distribute a report on stock for product owners each week.</p> <p>15. Oversee the stock of leaflets and publications ensuring there is enough stock for upcoming campaigns, and removing stock that is no longer required after review with product owners (S).</p>

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

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Making Decisions	Communicating with Others	Improving Delivery	Managing Resources
<ol style="list-style-type: none"> 1. Excellent listening skills to be able to extract required information from inbound and outbound calls from external fundraising agencies. 2. Effective decision making to evaluate the call against the call scoring guidance, call script and call scoring questions to determine if a call should pass or fail. 3. Confident with Office 365 packages (Word, Excel, Outlook), to be able to maintain existing templates and logs, and communicate results effectively with stakeholders (S). 	<ol style="list-style-type: none"> 4. Experience in Fundraising, and knowledge of and experience with fundraising suppliers and agencies is desirable. 5. Excellent written and verbal communication skills, with the ability to select the most appropriate medium and tailor communication to suit the audience (S). 6. Keep stakeholders informed with updates affecting them through regular meetings and communications. 	<ol style="list-style-type: none"> 7. Be proactive in identifying and suggesting improvements to our processes including when changes to our fulfilment processes could result in a better customer experience, or greater efficiencies within Diabetes UK. 8. Excellent attention to detail to be able to maintain our logs with accurate information (S). 9. Excellent time management with the ability to work to deadlines so that control of issues and incidents and their improvements is maintained. 10. Build and maintain effective relationships with stakeholders by keeping them up to date with things that affect them, through regular meetings and communications. 	<ol style="list-style-type: none"> 11. Use analytical skills to review stock and incidents to see what change is needed with stakeholders and product owners (S). 12. Keep processes simple for product owners to feedback on updates to their products/stock 13. Manage information effectively to ensure compliance within the charity's requirements.

Qualifications – Qualifications you need to carry out this role

None