



Job information pack
**Supporter Engagement
Assistant**

Thank you for your interest in Pancreatic Cancer UK



I am delighted that you are interested in working with us. If you decide to apply for a role at Pancreatic Cancer UK, and go on to join us, I know you won't be disappointed.

I joined the charity as CEO two years ago and since then I have been absolutely inspired by the incredible team we have here at Pancreatic Cancer UK, by our amazing supporters, and by the sheer courage of those affected by pancreatic cancer. Almost without exception, just about everyone who comes to join our team finds they too are similarly inspired and determined to make a difference. If you want to be part of generating real, positive change, then Pancreatic Cancer UK is the place to be - and helping make that change never more important:

Pancreatic cancer is the toughest cancer to diagnosis, treat and survive

Pancreatic cancer is the deadliest common cancer. This dreadful disease is often diagnosed late, and progresses quickly – heartbreakingly, 3 in 4 people won't survive a year.

Yet for too long, the disease has been side-lined, with research into the disease historically underfunded. Over the last decade, research into pancreatic cancer has received less than 1% of the cancer research budget. Only 8% of people with pancreatic cancer are offered life-saving surgery – either because they're not diagnosed until too late, or are not offered treatment fast enough. We chose to highlight these shocking facts to mobilise people to support our ground-breaking campaigns Demand Faster Treatment, Unite Diagnose Save Lives and Demand Survival Now, which together have received over 130,000 signatures.

The reality is that pancreatic cancer treatment can't wait. **We need change, fast.**

But thanks to our staff and our amazing supporters, we are making a stand and demanding;

- More money for more research.
- More focus on early diagnosis
- Better, faster treatment and care

As importantly, Pancreatic Cancer UK provides expert advice and support directly to those affected by the disease, and we support the pancreatic cancer community with a strong, constructive voice.

We want to make sure that everyone affected by the disease gets all the help they need, and our overall aim is to **double survival rates** and **transform the future for everyone with pancreatic cancer**.

But we can't do this alone - **we can only succeed if we take it on together**. You could be a key part of our success.

This is a very exciting time to be joining the charity as we enter into the development of our new five year strategy. We are an ambitious charity working in one of the toughest cancers.

Your reward will be to see more people with pancreatic cancer have the chance to live longer, better lives. What's more, you'll be joining an incredible team and a great place to work:

- **We're a small charity, so you'll feel part of a team**, not a machine. We celebrate all our achievements together, we make sure new starters get a great welcome, and we never forget we are a community where everyone has value.
- **We're passionate about our cause**, and are in a strong position to make a difference.
- **We make sure you can give your best** – we'll invest in your learning and development, we'll value your skills and experience, and we'll give you the chance to shine.
- **We have a great team of passionate and determined staff and supporters**, with strong partnerships with patients, families, fundraisers, medical professionals, researchers and policy makers.
- **We encourage a healthy work-life balance** and are always happy to discuss flexibility in light of the needs of the role. We have high levels of job satisfaction and a collaborative and innovative culture – and I know everyone here would join me in being proud to work here.

So if you feel excited and inspired by the prospect of joining our team, we would love to hear from you. Please find enclosed further information about the Charity, the disease and this position, and do take a look at our website and read through the job description and person specification to see how you would meet with our needs.

We hope to hear from you soon.

Diana Jupp Chief Exec

Job Description

Supporter Engagement Assistant

Background

It's unacceptable that more than half of people diagnosed with pancreatic cancer die within 3 months. Survival rates have improved enormously for most cancers, yet for pancreatic cancer, this is not the case. And, with treatment and care affected by the pandemic, the situation has only got worse.

Pancreatic Cancer UK is a national charity dedicated to taking on this injustice using every possible means. We're supporting people with pancreatic cancer now, campaigning, and funding vital research to transform the future.

Community & Events play an important role in the charity's fundraising strategy, and we are looking for a confident and proactive team player to take responsibility for the planning, delivery and ongoing development of our existing programmes and new initiatives. The Community & Events team sits within the wider Mass Fundraising team. Whilst each person is responsible for their own area, we also work in an agile manner that enables us to respond quickly & work collaboratively across the department to the changing fundraising market.

This role will assist in the delivery of timely, targeted, relevant and engaging communications to our various audiences, with the aim of recruiting new and engaging existing supporters. You will also play a key role in engaging and working collaboratively with internal and external stakeholders and delivering new concepts that promote community and events fundraising.

The role:

The role will report into the Supporter Acquisition & Engagement Manager (Community & Events), work alongside the Supporter Engagement Officers and colleagues in other mass teams to integrate plans and ensure a seamless delivery of supporter experiences.

The Supporter Engagement Assistant will assist in a new approach to maximise income by:

1. Engaging with our fundraisers, volunteers and donors in an approach that is insight-led, systematic and scalable
2. Work to develop and optimise supporter journeys and experiences that maximise engagement and income in the short and long term
3. Work alongside Supporter Engagement Officers to execute strong acquisition plans ensuring all programmes reach or exceed KPI's
4. Building strong stakeholder relationships, both internally and externally

Planning & Delivery

- Assist with the development of robust donor, supporter and volunteer recruitment plans, including challenge event participants, community fundraisers, in memory donors, legacy pledgers, fundraising groups and others
- Support the data management across assigned projects
- Develop and manage relevant fundraising communications across supporter journeys, digital channels and offline materials
- Develop and build strong effective working relationships with supporters and assigned super supporters
- Provide support to donors, fundraisers and volunteers by responding to enquiries.
- Act as the main point of contact for your assigned projects, ensuring supporters have an incredible experience by developing engaging communication and engagement plans.
- Ensure relevant fundraising sections of the website are up to date and accurate
- Ensure all supporters are thanked in a timely fashion.
- To review and develop supporter care processes, procedures and guidelines in order to ensure that fundraisers receive the highest level of support and to maximise their engagement
- Manage fundraising stock level management with fulfilment house processes and ordering event equipment
- Proactively identify and introduce VIP supporters to the Philanthropy & Partnerships team
- Ensure all work complies with data protection policies and legal requirements including the Fundraising Code of Practice.

Collaboration

- Develop strong relationships with colleagues in the Fundraising, Marketing & Communications departments, data and other teams to deliver on shared goals.
- Be a proactive member of the Mass Market Fundraising team, learning about colleagues' work and insights and applying them to own work

Other Duties

- Develop and maintain an understanding of the charity's work and the needs and circumstances of people affected by pancreatic cancer
- Active involvement in the sector to ensure best practice.
- Ensure activities comply with Pancreatic Cancer UK brand guidelines

- Ensure compliance, including application of the charity's Safeguarding policy, the FR Codes of Fundraising Practice, and HMRC and ICO guidelines.
- Undertake any other relevant duties and projects delegated by the Senior Acquisition & Engagement Manager, or Head of Mass Market Fundraising in line with the responsibilities of the post
- To represent Pancreatic Cancer UK at external events, these may be outside of office hours and at weekends

About you

We're looking for someone with enthusiasm, good communication skills both verbal and written and someone who can be empathetic when dealing with supporters. You'll be passionate about people, and you'll always put our supporters first. You'll have excellent organisational skills and attention to detail and you'll be good at building rapport with supporters and colleagues alike. If this sounds like you – we'd love to hear from you!

Person Specification

Skills, knowledge and experience	
Essential	
1	Understand various fundraising methods
2	Have ability in providing support to a busy team
3	Have a track record of stewarding supporters
4	Have excellent written and oral communication skills
5	Keen to develop professional fundraising skills
6	Able to use Microsoft Office to an intermediate level (Word, Excel, PowerPoint, Outlook)
7	Ability to quickly build rapport and establish strong relationships with stakeholders internally and externally at all levels
8	Able to cope under pressure and manage your own workload
Desirable	
1	Proven ability of writing stewardship communications
2	Have used Raiser's Edge or a similar database before
3	Have proven ability / knowledge of project Management
4	A good knowledge of GDPR and fundraising legislation

A criminal record check is not currently required for this role.

Personal qualities and other requirements are:

- Commitment to our vision, mission and values: Determined, Compassionate, Pioneering, With Integrity, and to learning and development
- Commitment to health and safety, data protection, equality and diversity and safeguarding compliance and best practice
- Understanding and acceptance of Pancreatic Cancer UK's policy on the use of animals in research which is in accordance with the AMRC
- It is essential you have to have the right to work in the UK at the time of application.

Main terms of employment

Reporting to:	Supporter Acquisition & Engagement Manager (Community & Events),
Salary:	£20,400 - £24,000 per annum (Dependent on experience)
Location:	London SE1 (temporarily remote-working from home due to Covid-19)
Hours:	35 hours per week, Monday to Friday, 9am to 5pm
Tenure:	Permanent
Holidays:	25 days per year, plus bank holidays. The holiday year runs from 1 April to 31 March.
Pension:	Eligible employees will be automatically enrolled into our Royal London pension scheme on their start date. PCUK will contribute 4% of gross salary; employees are required to contribute 3% of gross salary. Employees can opt out of the scheme at any time.
Benefits:	We offer travel loans for the purchase of an annual season ticket, death in service benefit and paid compassionate leave. All employees have access to our employee assistance programme offering a free, confidential helpline on work and personal matters.

How to apply

1. Please submit Section 1 and Section 2 of the application form to jobs@pancreaticcancer.org.uk
2. The closing date for submitting applications is Monday, 2 August 2021 at 9 am.
3. The interviews and a short test will take place remotely via a Zoom / Microsoft Teams video call (10 and 11 August 2021)
4. If you are invited to interview, you will be asked to provide a scan / clear photo of your right to work before the interview to prove your right to work in the UK.

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