# Job Profile

## Job Title: Fulfilment Supervisor

## Directorate: Fundraising, Marketing, Digital and Influencing

## Reports To: Donation Processing & Fulfilment Manager

## Matrix Reporting To: None

## Disclosure Check Level: None

## Date created/last reviewed: November 2024

## Overall Role Purpose

## The Fulfilment Supervisor helps people with sight loss to live the life they choose through the effective supervision and management of the processing and administration of Fundraising campaign responses to ensure the successful delivery of the 5-year Fundraising plan and strategy.

## Key Responsibilities

* Recruit, develop and performance manage the Fulfilment Team, including the deployment of temporary staff, in line with policy.
* Maintain a close working relationship with both the Donation Processing Supervisor and Manager to ensure that income is reconciled and any queries resolved in a timely manner.
* Monitor daily KPI’s and SLA’s as per the agreed schedule and escalate any staff or system issues to the Donation Processing Manager as appropriate.
* Identify, develop, manage and review the working procedures of the team, identifying opportunities for improvement and implementing changes.
* Ensure that campaign responses are opened, administered and processed in line with established processes, accurately coded and entered on to the relevant spreadsheets and CRM systems.
* Ensure that donor details are correctly set up or amended on the fundraising CRM system.
* Provide assistance and support to other team members concerning the administration, processing and reporting of campaign responses.
* Ensure that all credit cards are processed in line with business and financial rules.
* Ensure all documentation and records are held in appropriate format and for appropriate length of time.
* Work closely with individual giving and community fundraising to review fulfilment briefs to ensure accurate fulfilment of campaign responses.
* Oversee month and year end processes that apply to the Fulfilment function.

## Breadth/Scope of Accountability

### People Accountability

### Number of Direct Reports: 5 (plus temporary staff when required)

### Number of Indirect Reports: None

### Number of Volunteers Supervised: None

### Financial Accountability

### Annual Income Accountability: None

### Assets Managed: None

### Budget Accountability: None

### Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* Educated to GCSE grade C or above in English and Maths or equivalent (QCF level 2 / SQCF level 5).

## Job-Related Experience

#### Essential

* Proven experience of managing a team in a financial or data processing environment.
* Proven experience of working with CRM systems, eg. Salesforce/Dynamics

**Desirable**

* Previous exposure to working in a fundraising team or in the charity sector.
* Experience of working with external mail systems, eg. iMail

## Knowledge

#### Essential

* Demonstrable knowledge of Gift Aid and Data Protection legislation.

## Skills and Competencies

#### Essential

* Proficient in Microsoft Word packages including Excel, Word and Outlook.
* Demonstrable supervisory skills.
* Good level of financial competence.
* Database and data entry processes.
* Excellent levels and processes of record keeping and information retrieval.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Team Leader, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/EWb4XqiE1kRDrz6zZwt92yQBc-yYlCugayIoM-eU2N0mwA?e=tXk3QE) to view the salary band.

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