

Role: Supporter Care Team Leader	Region / Department: Audiences & Support
Reports to: Supporter Care Manager	Pay Band: Grade 4 Lower, £30,995 - £34,111 pro-rata, per annum
Location: Edinburgh, but with flexibility to include some working-at-home under our Hybrid Working arrangements	Type of Contract: Permanent, Full Time

JOB PURPOSE

The Audiences and Support (A&S) directorate brings together a range of creative and specialist skills to build support for our charity. Working closely with colleagues across Scotland, we protect, enhance and build the Trust's reputation, positioning our charity as a leader in protecting and sharing Scotland's natural, cultural and historic places for everyone to enjoy. By listening to our audiences and placing them at the heart of what we do, we grow support for our charity; increasing membership, inspiring visits and generating vital income through philanthropic work.

The wider purpose of the role is to help manage the interactions we have with our supporters ensuring that we build meaningful relationships with them through excellent supporter care to encourage loyalty of support and in turn, generating the vital funds we require for the continuation of our charity's work.

The specific purpose of the role is day-to-day operational supervision of the Supporter Care Team and their tasks. Working to the Supporter Care Manager, this role supports the effective management of supporter interactions through good team management and provision of great supporter care.

This role supports the National Trust for Scotland's ability to provide a positive, personalised experience for supporters that drives engagement and loyalty. As well as managing the Supporter Care Team and their tasks, you will deliver great service as part of the team and work with the Supporter Care Manager and colleagues across the Directorate and the Trust on improvements and projects.

This role is ideal for a customer service professional who is looking to take the next step in their career and develop their people management skills.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Supporter Care

- Co-ordinate and manage the effective delivery of day to day operations of the Supporter Care Team, ensuring all tasks are allocated, monitored and delivered effectively including administration tasks such as dealing with incoming enquiries, outgoing communications and processing memberships, payments, refunds, gift aid, direct debits and mail
- Co-ordinate and oversee effective delivery of other tasks as necessary or directed
- Ensure delivery of exceptional supporter care in response to enquiries via telephone, email, social media, website, letter and occasionally face to face
- Direct individuals to undertake and complete tasks professionally and effectively
- Monitor and report on team performance and effectiveness
- Manage and respond to complaints, escalating to the Supporter Care Manager as necessary
- Identify and recommend process and systems improvements to improve team performance, member service and member experience to the Supporter Care Manager
- Implement and monitor process and systems improvements as agreed with the Supporter Care Manager
- Meet supporter care service targets

- Ensure industry and NTS best practice is adhered to
- Positively influence team culture and performance
- Represent the Trust, communicating effectively and confidently to internal and external team members, colleagues and stakeholders.
- Evaluate supporter feedback and identify ways to maximise supporter satisfaction.
- Ensure that standard operating procedures are documented and maintained.
- Produce written reports when required to do so.
- Proactively establish and develop good working relationships with individuals and departments across the Trust as well as our external fulfilment house and ensure the team has the information they need to deliver to members.
- Monitor the Supporter Care Team to process supporter data in accordance with GDPR and PECR regulations and work closely with the Supporter Care Manager and CRM Manager to ensure supporter data is effectively managed.

People management

- Motivate, support, advise and develop the Supporter Care Team Executives, acting as a first point of escalation for any complaints received.
- Plan team rotas to make sure that there is sufficient cover at all times.
- Lead on developing and delivering training to Supporter Care Team.
- Provide induction and on-going training and coaching of team members.
- Provide team and individual insights to the Supporter Care Manager for the purposes of e.g. formal Performance Review (Annual and Mid-Year).
- Assist with the recruitment of new team members.

Strategic support

- Identify and recommend to the Supporter Care Manager and Head of Membership measures that improve service provision and supporter experience in order to drive achievement of targets and strategic goals

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Essential

- Experience of working in a customer or supporter facing role and handling a range of enquiries
- Experience of using Microsoft Dynamics CRM or other CRM database system
- Experience supervising, training or developing staff
- Administration experience and a confident user of Microsoft office systems
- Experience of designing and implementing basic processes and new ways of working
- Experience of working towards SLAs/KPIs and knowledge of their importance
- Strong organisation and attention to detail
- A proactive approach with excellent problem-solving skills
- Ability to multitask and prioritise workload to ensure our supporters come first
- Strong communication skills (both written and verbal)
- Polite and tactful in approach
- An understanding of data protection legislation in relation to handling personal data

Desirable

- Experience in the charity, not for profit sector
- An interest in Scottish built, natural and cultural heritage

DIMENSIONS AND SCOPE OF JOB

People Management

- Supervisory responsibility

- Close working relationship with directorate colleagues, property teams, regional teams and other directorates
- Work with external consultants, venues and suppliers as required
- Post holder will be in regular contact with a wide range of internal and external stakeholders

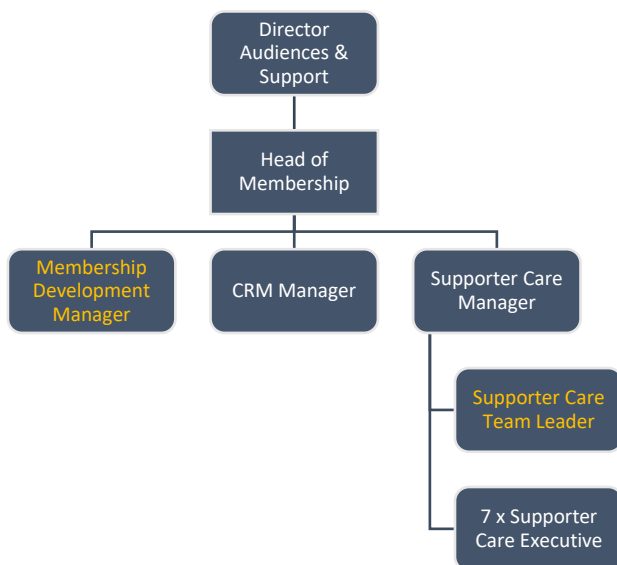
Tools / equipment / systems

- Microsoft Office systems including Microsoft Dynamics CRM, Telephone software (Horizon and KeyIVR), Payment software Sagepay, Sharepoint, Onedrive, Teams, Excel.

Example key performance indicators and targets

- Supports achievement of membership targets within Audiences & Support: £20.5m income, 82% member retention, 38,000 new member recruitment, 330,000 members in 2024/25.

Place in organisational structure:



The Purpose, Context, Key Responsibilities, and Person Specification reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 9th February 2025. Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"