

CANDIDATE INFORMATION PACK

World Cancer Research Fund



Supporter Services Assistant

Closing date: 5pm, Monday 6th December 2021

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For more information about the organisation please visit our website: www.wcrf-uk.org

WELCOME

If you're passionate about healthy living and health promotion, and want to see a world where no one develops a preventable cancer, why not consider joining us at World Cancer Research Fund?

Cancer currently affects one in two people in the UK but, as the cancer prevention experts, we know that about 40 per cent of cancers could be prevented.

World Cancer Research Fund champions the latest and most authoritative scientific research from around the world on cancer prevention and survival through diet, weight and physical activity, so that we can empower people to make informed lifestyle choices to reduce their cancer risk.

We are a member of the World Cancer Research Fund network of cancer prevention charities based in Europe, the Americas and Asia. As a network, we are a leading authority on cancer prevention through diet, weight and physical activity.

To meet our vision of living in a world where no one develops a preventable cancer, we need high quality and motivated employees from a mix of backgrounds and with a range of skills and experiences. In return, we aim to offer the best possible working environment for people so that talent is nurtured and developed.

Within this candidate pack you will find additional information about the role you are applying for and the benefits we offer.

To apply for this role, please complete and submit a CV, covering letter (maximum two pages) and the attached equal opportunities form. If you have any queries please contact Human Resources at hr@wcrf.org or visit our website at www.wcrf-uk.org.

On behalf of World Cancer Research Fund, we thank you for your interest in helping to prevent cancer and wish you the best of luck with your application.

Best wishes,
Human Resources

VALUES



EVIDENCE BASED

We are an authority on lifestyle related cancer research – continuously learning and evaluating, so that we can deliver excellent outcomes.



INCLUSIVE

Everyone counts – we value, respect and trust each other.



INFLUENTIAL

We are collaborative, engaged and focused on maximising impact in all that we do.



INNOVATIVE

We are curious and creative; evolving and exploring so we can deliver solutions that make a real difference.



EMPOWERING

We make every day meaningful, building and sharing our knowledge and allowing our passion to shine through.

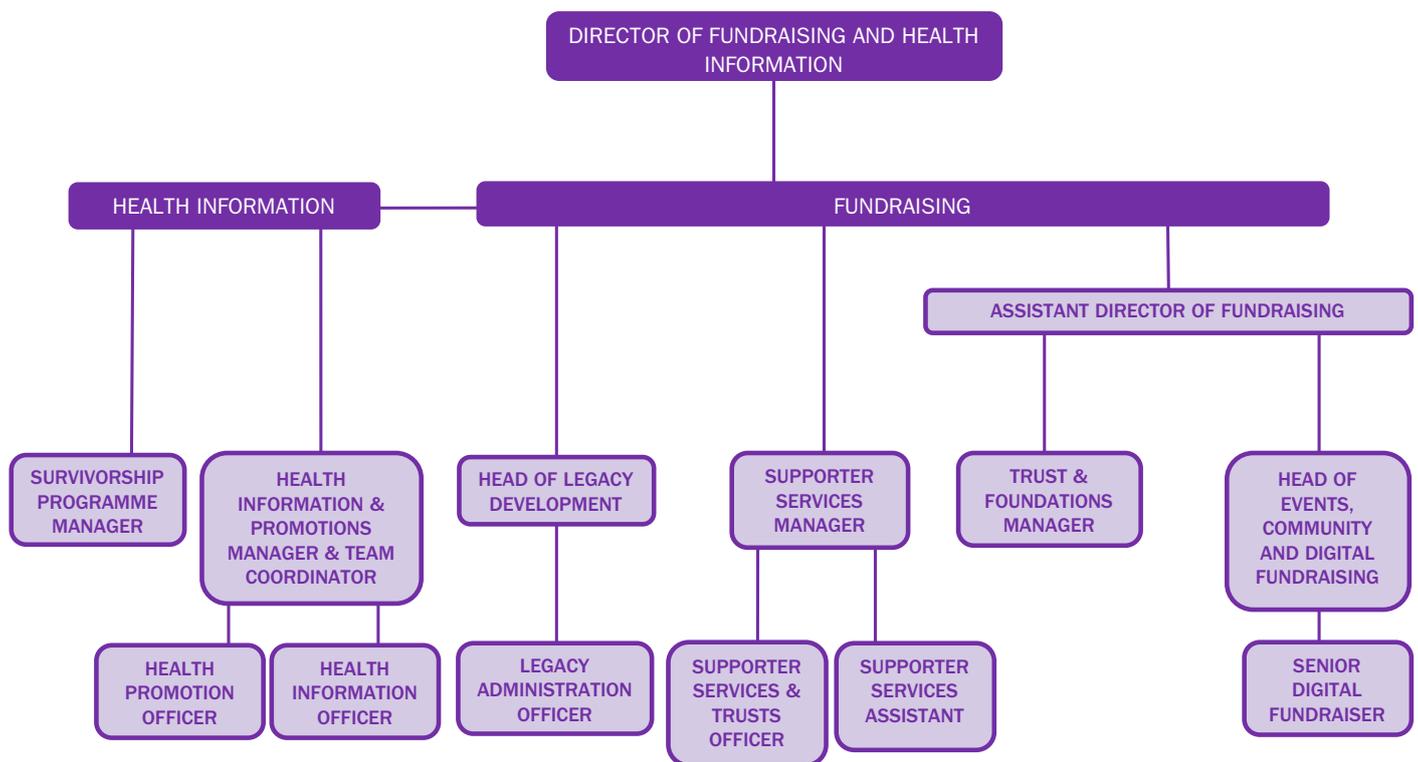
ABOUT THE ROLE

We are seeking a Supporter Services Assistant who will be responsible for dealing directly with World Cancer Research Fund UK's donors as well responding to general enquiries from members of the public. You will also carry out a wide range of administrative duties to support the Supporter Services team and the wider Fundraising Department.

Who you will be working with:

You will be working with World Cancer Research Fund UK's Fundraising team who manage the fundraising programmes for the charity including extensive direct mail, individual giving, community fundraising, events and campaigns, trusts and legacies.

World Cancer Research Fund's Fundraising Department



What we are looking for:

- Someone who is efficient and organised.
- Someone who is confident dealing with a variety of stakeholders including donors and members of the public.
- Excellent communications skills both oral and written; a good telephone manner is essential.
- Excellent attention to detail and accuracy skills.
- Good command of IT applications and databases.
- Able to work independently as well as being a reliable and conscientious team member.

JOB DESCRIPTION

Job title	Supporter Services Assistant
Department	Fundraising
Reporting to	Supporter Services Manager
Contract	Permanent contract
Location	London N1 9FW
Hours	37.5hrs per week – full time
Salary	FTE: £20,000 - £23,000 per annum, plus benefits

Department description
The Supporter Services Team sits within WCRF UK's larger Fundraising Department
Main purpose of the role
<p>The post holder reports directly to the Supporter Services Manager and works closely with the other members of the Fundraising and Supporter Services team in supporting World Cancer Research Fund UK's fundraising and charity objectives.</p> <p>The post holder will be responsible for carrying out a wide range of administrative duties within WCRF UK's busy Supporter Services team. They will be proactive in providing assistance to the team in managing and developing strong relationships with new and existing supporters as well as taking credit card donations over the telephone. In addition, the post holder will deal with a variety of correspondence (emails and letters) and switchboard enquiries received by WCRF UK.</p> <p>The postholder will also support the committed giving administration programme.</p>

Main duties and responsibilities

A	Customer Service and Calling
1	Delivering excellent, consistent and efficient customer service levels in response to telephone calls and enquiries from WCRF's supporters, the general public, and any other stakeholders.
2	Respond sensitively and appropriately, in a timely manner, to mail enquiries and memorial gifts. Provide general acknowledgements to support the building of long-term relationships with our donors.
3	Review and respond to supporter and non-supporter comment mail via e-mail.
4	Take telephone donations and process directly online through the Barclays platform. Send cold donations electronically to WCRF's data processing department in Sheffield.
5	Effectively handle direct debit requests, ensuring prompt and necessary follow-up action is put into place so that the donation can be received by WCRF as quickly as possible.
6	Under the direction of the Supporter Services Manager and working as a team, carry out pro-active, outbound calling to a variety of target audiences to promote WCRF UK's fundraising programmes and general work - with the aim of building relationships and encouraging people to support WCRF.
7	Handle caller complaints, involving senior colleagues appropriately and ensuring details are entered on the database accurately and promptly.
8	To identify and support PR activities, relating to areas involved in -to ensure case study opportunities are actioned.

B	Data
1	Support the maintenance of WCRF UK's supporter database, updating records with accurate data entry.
2	Working with the Supporter Services Manager, support dealing with accurate data entry and fulfilment of publication requests from the general public and health professionals, ensuring that you are knowledgeable about the publications WCRF UK offers.
3	Under the direction of the Supporter Services Manager, support the committed giving administration programme, learning all procedures to enable support and cover in the absence of the Supporter Services Manager.
4	Update BACS ADDACS reports on supporter's database.
5	Fulfill the electronic publication requests via WCRF's e-shop & website.
6	With support from the Data Services Manager and Supporter Services Manager, ensure that all actions comply with General Data Protection Regulations.
C	Reception and Administration
1	Provide reception cover when required, ensuring calls are re-directed to the appropriate person and messages are forward in a timely manner.
2	Ensure consistent customer service standards are maintained and delivered at all times
D	General
1	Work constructively with colleagues to achieve team strategic goals and charitable objectives and comply with WCRF UK's policies and procedures.
2	To take on other duties as requested by senior colleagues, which may include administrative, research or calling activities to support WCRF UK's fundraising, education or communications programmes.
3	To participate and make positive contributions at Fundraising team meetings, and any other meetings attended as a representative of Supporter Services.
4	Ensure all actions undertaken comply with the current General Data Protection Regulations (GDPR 2018)

PERSON SPECIFICATION

The person specification describes the specific experience, knowledge, skills, qualifications and attributes that are needed for the job.

Experience	Proven customer service experience in an office environment
	Experience of handling telephone and written enquiries from the public or supporters
	Demonstrable customer focused approach, with experience of building relationships
	Experience of writing customer service letters that comply with an organisation's brand and communications priorities
	Experience of working with administrative and databases systems and recording data accurately
	Experience of working on multiple projects at the same time
	Experience of project administration and co-ordination
	Some relevant experience or knowledge of direct marketing activities, such as direct mail
Knowledge and technical skills	Excellent interpersonal and communications skills; including drafting correspondence
	An understanding of how supporter care or customer-relations contributes to the success and profitability of an organisation
	Good research skills
Personal attributes	Ability to communicate effectively, both verbally and in writing, presenting information using a variety of approaches to a diverse range of people, to achieve a positive impact and understanding
	Ability to manage Donor information using electronic (e.g. databases) and paper systems, ensuring accuracy and attention to detail
	Ability to effectively handle a busy and varied workload, balancing multiple and conflicting priorities with tight deadlines and attention to detail
	Ability to assimilate information quickly and communicate it accurately
	Ability to actively support colleagues, build good working relationships and work flexibly within a small team
	A 'can do' positive and professional attitude to work
	Self-motivated, pro-active, and enthusiastic approach to work. Keen to learn new skills
	Willingness to work as part of a team with a flexible and supportive approach
	An interest and commitment to healthy living and health promotion
Education and qualifications	Educated to degree level or equivalent

TERMS & CONDITIONS

Salaries

World Cancer Research Fund pays salaries into bank accounts once a month on the 26th of each month.

Flexi-time scheme

A flexi-time scheme is in operation across the organisation. The daily requirement is to work 7.5 hours. Staff also need to take a lunch break of at least 30 minutes (staff can take up to a maximum of 2 hours for lunch). The core hours are 10.00am–4.30pm, Monday to Friday when all employees must be present. Employees may arrive for work between 8.30am and 10.00am (8.00am and 10.00am Monday and Friday) and leave between 4.30pm and 7.00pm (4.00pm and 7.00pm Monday and Friday). The daily minimum hourly requirement of 7.5 working hours per day plus lunch must be met; any extra time cannot be "rolled over" or "banked".

Annual leave

World Cancer Research Fund's annual leave year runs from 1 October to 30 September. Annual entitlement for full-time staff is in relation to length of service:

- Less than 1 year of continuous service at the beginning of a holiday year: 25 days (pro-rated to your start date)
- 1 year or more of continuous service at the beginning of a holiday year: 26 days
- 3 years or more of continuous service at the beginning of a holiday year: 28 days
- 5 years or more of continuous service at the beginning of a holiday year: 30 days

Sick leave

For full-time staff, World Cancer Research Fund allows up to 20 days sick leave in any rolling year without deducting pay. This allowance increases to 25 days sick leave plus 40 days half-pay after one years' service.

Pension plan

WCRF contributes into an approved pension scheme, which is administered by Standard Life. Employees will be auto-enrolled into the scheme after 3 months and will contribute a minimum of 5% of their salary each month. WCRF will match the employee's contributions of up to 5% of the employee's salary each month.

Private healthcare

We offer private healthcare for employees, which gives all employees access to private healthcare (hospital and outpatient care) by referral from NHS. You are eligible to join the scheme after successful completion of the probationary period.

Dental cover scheme

We offer all employees a contribution to their dental expenses by allowing employees to opt in to a dental cover scheme. You are eligible to join the scheme after successful completion of the probationary period.

Life assurance and income protection

We cover all employees from their first day of employment and provide cover, which is equal to 4 x the individual's salary on death while employed alongside critical illness cover.

Permanent Health Insurance (PHI) scheme

All permanent members of staff, up to the age of 65, whose normal hours of work are at least 15 per week, are covered by the organisation's Permanent Health Insurance (PHI) Scheme, at no cost to employees.

PHI is intended to provide income protection in the event of long-term illness or disability. The scheme provides an income replacement of up to 50% of the basic annual salary after a waiting period of 26 weeks,

starting from the date a disability commences.

Season ticket loan scheme

Employees can take advantage of an interest free loan for a purchase of an annual travel ticket. The loan is repaid via equal deductions from the employee's salary over a 12-month period. You are eligible to join this benefit after successful completion of the probationary period.

Cycle to work scheme

Employees can take advantage of an interest free loan for a purchase of a tax-free bike or accessories. The loan is repaid via equal deductions from the employee's salary over a 12-month period. You are eligible to join this benefit after successful completion of the probationary period.

Employee assistance programme

All employees, and their families, have access to a 24-hour confidential advice and support line.

Development opportunities

World Cancer Research Fund has an annual appraisal process in place during which individual development needs are discussed and training needs identified.

Probationary period and notice period

The post-holder is subject to a 6-month probation period during which 1 weeks' notice on either part will apply. Following successful completion of the probationary period the post-holder will be on 1 months' notice period.

HOW TO APPLY

Recruitment timetable

Closing date for applications:	5pm, Monday 6th December 2021
interviews:	w/c 13th December 2021

To apply

You can apply for this vacancy by submitting a CV, covering letter (maximum two pages) and completed Equal Opportunities Monitoring Form. Your covering letter should provide specific examples of past achievements to demonstrate how you meet each criterion of the Person Specification and should also highlight how your skills and experience would benefit World Cancer Research Fund.

Your CV, covering letter and completed Equal Opportunities Monitoring Form can be submitted by email or post:

E-mail: hr@wcrf.org

Address: Human Resources
World Cancer Research Fund
140 Pentonville Road
London N1 9FW
UK

Phone: 020 7343 4200

If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion. Please note that we only provide feedback to shortlisted candidates.

EQUAL OPPORTUNITY MONITORING FORM

World Cancer Research Fund is committed to equal opportunities for all. Please help us monitor the effectiveness of our Equal Opportunity Policy by completing and returning this form. This will be separated from your application prior to assessment and used solely for statistical purposes.

Post applied for:	
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Please tick the appropriate boxes below:

GENDER

Male		Female	
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DISABILITY

World Cancer Research Fund welcomes applications from people with disabilities. The Disability Discrimination Act 1995 describes a disability as a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities. Having read this definition, do you consider yourself to have a disability?

Yes		No	
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ETHNIC GROUP

The categories indicated below are those recommended for use by the Commission for Racial Equality.

How would you best describe your ethnic origin?

Bangladeshi	
Black – African	
Black – Caribbean	
Black – Other (please specify)	
Chinese	

Indian	
Irish	
Pakistani	
White	
Other (please specify)	

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NATIONALITY

UK	
Other (please specify)	

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Thank you for answering these questions.

JOB APPLICANT PRIVACY NOTICE

As part of any recruitment process, WCRF collects and processes personal data relating to job applicants. WCRF is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. WCRF collects a range of data about you which will include:

- Your name and contact details (including email address and telephone numbers);
- Details of your skills, qualifications, experience and employment history;
- Details regarding your current levels of remuneration and any work benefits entitlements
- Whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process
- Information regarding your right to work in the UK and
- Equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief

This information will be collected from your CV and/or cover letter on application to us, plus from your examination certificates, passport, driving licence or other identity documents provided. We may also collect personal data about you from third parties, such as references obtained from former employers, background checks or criminal records checks as applicable.

HOW WE HANDLE THE DATA THAT IS SUBMITTED BY YOU

This data will be stored in an electronic format (including email) on our internal IT systems and also on paper within our HR Department. Your information may be shared internally for recruitment purposes with our recruiting managers, HR and IT team strictly for decision making purposes. **We do not share your data with any third parties.**

WHY WE PROCESS PERSONAL DATA

We need to process your data to take the necessary steps prior to entering into any contract with you. We may also need to process your data if we agree to enter into a contract with you. We have a legitimate interest in processing your data during the recruitment process to ensure that we make and keep records of the process. These records allow us to manage the process effectively, assess a candidate's suitability for employment and decide whom to offer the roles to. We may also, from time to time, need to process data from job applicants to respond to and defend against legal claims.

DISCLOSURE OF YOUR INFORMATION

WCRF may transfer your data outside of the European Economic Area. However, your data will be protected as well as it would be in the EEA. Internally we will protect your data through internal controls and policies to ensure that your data is not lost, accidentally destroyed, misused, and is not accessed by our employees except in the proper performance of their duties.

DATA RETENTION

We will retain your personal data for a period of 6 months after we have communicated to you our decision about whether to appoint you to the role. We retain the information for that period so that we can show, in the event of a legal claim that we have not discriminated against candidates on prohibited grounds that we have conducted the recruitment process in a fair and transparent way. After this period, we will securely destroy your personal data in accordance with the applicable laws and regulations

If your application is unsuccessful, we may keep your personal data on file for any suitable employment opportunities. We will seek your consent before we do so and you are free to withdraw your consent at any time by notifying us in writing.

WHAT IF YOU DO NOT PROVIDE PERSONAL DATA

You are under no statutory or contractual obligation to provide your data to us. If you elect not to do so however, we will not be able to process your application properly, if at all.

AUTOMATED DECISION-MAKING

Our recruitment process is not based on automated decision making and as such you will not be subject to decisions that will have a significant impact on you based solely on automated decision-making.

DATA PROTECTION LEGISLATION (YOUR RIGHTS)

As a data subject, you have a number of rights including:

- Access to your data on request
- Require us to stop processing your data on demand
- Requires us to delete your data on demand
- To change any incorrect or incomplete data we hold on you
- Request the transfer of your personal data to another party

If you would like to exercise any of these rights or have any queries with the privacy notice, please contact:
The HR Director, WCRF, 140 Pentonville Road, London N1 9FW.