

## Job description

# Supporter Care Administrator

September 2025

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|---------------------------------|---|
| <b>Directorate:</b>             | Development and Communications                    |
| <b>Pay grade / staff group:</b> | Professional Services Grade 5                     |
| <b>Hours / duration:</b>        | Full time (35 hours per week)<br>Monday to Friday |
| <b>Reports to:</b>              | Individual Giving Manager (Stewardship)           |

## Main purpose of the job

We are looking for a highly organised and confident Supporter Care Administrator to administer and provide an excellent supporter care service for the Fundraising Campaigns and Individual Giving team.

You will be the first point of contact for prospective and existing supporters, helping with enquiries, taking donations, reassuring concerns and ensuring our supporters have a positive experience with every contact and interaction they have with our charity.

You will be confident working independently and will use your own judgement to solve problems and communicate with a wide range of our supporters and donors – guiding them to key information, quickly and clearly, using offline and online channels.

You will play an important part in stewarding our supporters. With new investment secured to recruit new donors, you will support your manager in implementing new stewardship activities and journeys to welcome and engage our new supporters.

Our mission  
is to make the  
discoveries that  
defeat cancer.

## Our team

The Development and Communications Directorate is responsible for fundraising and philanthropic income, maximising support from major donors, individuals, trusts, corporates, charity partners and events.

We have a proud track record of raising millions every year to help our scientists make the discoveries that are needed to improve cancer patients' lives. Join our team today — and be part of our success.

# Supporter Care Administrator

## Duties and responsibilities

### Key duties

Responsible for providing a welcoming and professional first point of contact for prospective and current supporters who contact The Institute of Cancer Research (ICR) by telephone, mail, or email.

Deal with enquiries, concerns, or complaints about our fundraising activities, diplomatically and sensitively, taking responsibility for following up with clear, accessible and relevant information.

Send out thank you letters and welcome packs promptly and within agreed time frames, to ensure all supporters, especially new donors, regular givers, feel valued by us and motivated to keep donating.

Use own initiative to highlight mid-value donors, and to personally thank them where possible, in accordance with our stewardship plans.

Proactively suggest improvements to our supporter stewardship strategy and welcome journeys, and work with the Individual Giving Manager (Stewardship), Digital Marketing and the wider team, to implement these.

Use Raiser's Edge/RE NXT, our customer relationship management database, with accurate data entry for all enquiries, updating customers' addresses, contact preferences and all other admin needs.

Build strong team relationships and use own judgement and make decisions, to escalate enquiries and issues to relevant internal stakeholders in a positive and productive way.

Contribute new ideas and insights to review processes and the ways we work together, to improve the supporter care and stewardship experience.

Work with our external fulfilment agencies to ensure they are providing a good service to us and proactively suggest improvements where necessary.

Provide high-quality administrative support across the team as required, keeping accurate and up-to-date records.

Be knowledgeable on and to keep up to date with data protection and other sector-specific legislation that is likely to affect fundraising and communications to individual donors.

Take part in post witnessing and post opening with other team members, on a rota basis.

Undertake any other duties as might reasonably be required by the Individual Giving Manager.

## General

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work, and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations.

Any other duties that are consistent with the nature and grade of the post that may be required.

To work in accordance with the ICR's Values.

To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.

# Supporter Care Administrator

## Person specification

### Education and Knowledge

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| Track record of relevant professional experience.   | Essential |
| A good standard of IT skills and computer literacy specifically relating to MS Office packages, database/CRM systems and the recording and inputting of data. | Essential |

### Skills and Experience

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| Experience of providing excellent customer service, ideally within charity fundraising.  | Essential |
| Strong written and verbal communication skills with a good level of confidence, diplomacy and empathy, especially on the telephone.        | Essential |
| Well-organised and able to manage and prioritise workload, to meet deadlines.  | Essential |
| Able to use own judgement and take the initiative to introduce new ideas to improve service  | Essential |
| Demonstrates ability to make decisions on enquiries, including escalating complex issues when needed.                                      | Essential |
| Excellent administrative skills and attention to detail, with an understanding of processes and protocols to protect data and uphold GDPR. | Essential |
| Strong interpersonal skills and comfortable talking to people of all backgrounds.  | Essential |
| Understanding of digital technologies such as Raiser's Edge/NXT, Microsoft 365 and email marketing tools.                                  | Essential |
| A collaborative team player, able to build strong working relationships.   | Essential |
| Experience of working on Individual Giving programmes within a fundraising team or Development Office.                                     | Desirable |
| Experience of providing high-quality, personalised supporter stewardship to charity donors and supporters via a variety of channels.       | Desirable |
| Experience of marketing techniques used to recruit new donors and supporters.  | Desirable |

### General

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| A genuine interest in and willingness to engage with the ICR's scientific research and a passionate belief in our mission. | Essential |
| Willingness to occasionally work unsociable hours and to take part in other Development Office activity as required.       | Essential |

# Supporter Care Administrator



## About our organisation

The Institute of Cancer Research, London, is one of the world's most influential cancer research institutions, with an outstanding track record of achievement dating back more than 100 years. Our mission is to make the discoveries that defeat cancer.

As well as being one of the UK's leading higher education institutions in research quality and impact, the ICR is consistently ranked as one of the world's most successful for industry collaboration. As a member institution of the University of London, we also provide postgraduate higher education of international distinction.

We are also a charity and rely on the support of partner organisations, funders, donors and the general public.

[Read more](#) to find out more about our history, culture, and achievements, and how our funders, supporters and partnerships help drive forward our work.

## Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six [values](#). They are what bring us together as one team – as 'One ICR'.



***Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer.***

*They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.”*

**Professor Kristian Helin**  
Chief Executive

