



Wereld Kanker Onderzoek Fonds

Supporter Services Assistant

CANDIDATE INFORMATION PACK

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For more information please visit our website www.wcrf.nl

To apply please email a **cover letter and CV in English** to hr@wcrf.org before 19th December 2011.

In your cover letter, you should provide **one** or **two** specific examples of past achievements that demonstrate how you meet each listed criterion on the Person Specification.

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.

JOB DESCRIPTION

Job title:	Medewerker Donateurvoorlichting Supporter Services Assistant
Organisation:	Wereld Kanker Onderzoek Fonds (WCRF NL)
Division:	Operations/Supporter Services
Reports to:	Supporter Services Supervisor
Based in:	Amsterdam office
Contract:	Permanent employment
Hours:	37.5 hours per week
Salary level:	€1.800 - €1.900 per month (depending on experience)

SUPPORTER SERVICES DEPARTMENT

The Supporter Services department of WCRF NL is one of the important pillars of the organisation. This department is responsible for providing a quality customer care service to supporters and donors, responding to a range of fundraising activities from across the organisation and administrative support to other departments within WCRF NL.

JOB SUMMARY

The post holder reports directly to the Supporter Services Supervisor and also works as necessary with approximately 10 other members of staff in the fundraising, education and communication departments to ensure targets are met. This is a vital supporter care role, providing an excellent level of service to current supporters, prospective supporters and the management team.

DUTIES AND RESPONSIBILITY

Supporter Database and Direct Marketing

- Maintain up to date information on all supporter database records, working within guidelines determined by the Supporter Services Supervisor
- Enter supporter details and donations on the supporter database and clarify associated personalised donations acknowledgement letters
- Maintain strict confidence in relation to all individuals' details as required under the terms of the Data Protection Act
- Be familiar with the purpose, content and timing of all supporter communications and their fulfilment requirements, taking part in planning as appropriate
- Identify problems arising in the database affecting supporter service and ensure Supporter Service Supervisor is informed daily of these
- Provide timely feedback to Supervisor regarding each direct marketing project, including supporter commitments, workload and performance of fulfilment systems

Enquiry Management

- Provide an efficient and effective service to customers and stakeholders of WCRF NL, dealing with telephone, written and electronic enquiries, passing information or signposting
- Respond to all telephone and email enquiries in a prompt, efficient and helpful manner
- Proactively and positively handle complaints resulting from Direct Mail campaigns
- Pass on for action requests requiring a personal response from other staff members, monitoring completion of action

Calling Programme

- Maintain and further develop the “Thank-you calling” programmes
- Promote and communicate WCRF values in all correspondence and communications with supporters

Reporting

- Track information and give feedback to appropriate persons/department
- Keep records accurate and up to date

Reception Duties

- Act as first point of contact for all telephones and welcome visitors to WCRF NL
- Prepare meeting rooms for use and maintain the kitchen

General Administration

- Provide additional support to the fundraising, Education and Communications departments
- Work to establish and maintain good professional working practices with internal WCRF NL staff and external customers
- Work constructively with colleagues to achieve team goal and organisational objectives and comply with WCRF NL policies and procedures
- Work to team objectives and as required, participate in any relevant projects as assigned by the Supporter Services Supervisor.
- Participate and make positive contributions at supporter services team meetings, and any other meetings attended as a representative of support services
- Support general fulfilment activities, ensuring they are dealt with in a timely and accurate manner, informing the Supporter Services Supervisor of any issues affecting service provision
- General office duties i.e. filing, archiving, photocopying and any other duties as requested by the Supporter Service Supervisor

PERSON SPECIFICATION

Qualifications

- A level or equivalent level qualification

Experience

- Proven work experience in an administrative role within a customer service environment
- Demonstrable experience of working with a customer or supporter database or records system
- Experience of providing high standards of support in a donor or customer service environment

Skills

- Ability to provide excellent customer service when handling supporter enquiries and complaints
- Ability to maintain a high level of commitment in all circumstances, demonstrating patience and perseverance in the face of setbacks and problems
- Ability to demonstrate accurate data entry skills and attention to detail
- Ability to manage time effectively, prioritise, plan and exercise a sense of urgency
- Ability to follow administrative systems and processes effectively
- Ability to speak and write both Dutch and fluently; sound working knowledge of written and spoken English
- Ability to build effective working relationships with colleagues and external contacts

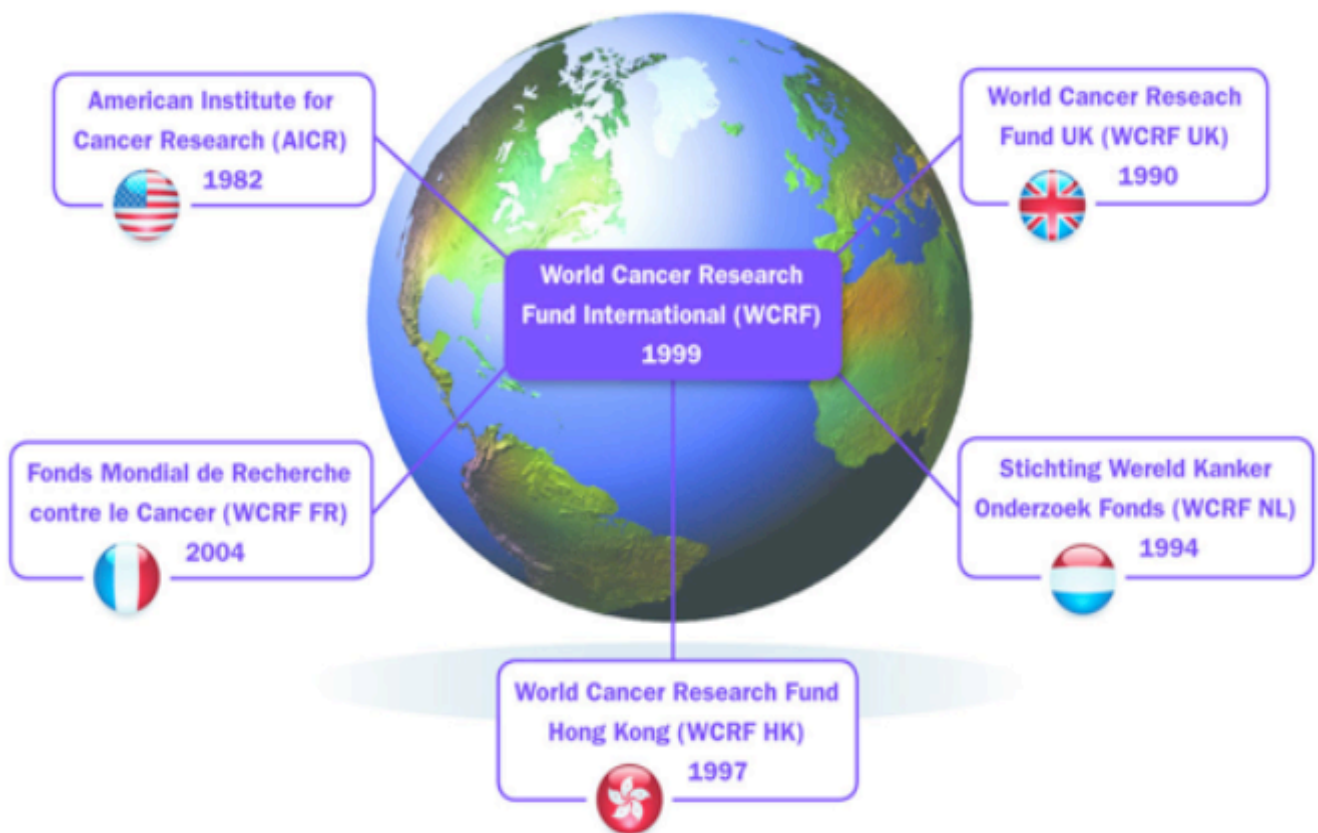
Personal Attributes

- Positive 'Can do' attitude to work
- Enthusiastic, self-motivated and proactive
- Flexible approach to work and the willingness to take on other responsibilities in addition to those detailed in the job description
- Enjoys and is motivated by working in a supportive role
- Team player, showing interest in understanding the nature of the work and mission of WCRF NL and the WCRF global network
- Openness to coordinating with the WCRF global network and adhering to the structure of the network in terms of decision-making
- Willingness to work in a bilingual environment (Dutch and English)

BACKGROUND INFORMATION

World Cancer Research Fund Global Network

The World Cancer Research Fund Global Network is an international alliance of organisations dedicated to the prevention and control of cancer through healthy diets and lifestyles. The network comprises World Cancer Research Fund International (WCRF International), an umbrella association based in the UK, and its member organisations - national charities based in different countries. Current members of our network operate in the United States of America, the United Kingdom, the Netherlands, France and Hong Kong.



World Cancer Research Fund Global Network (continued)

Linked by a common vision and mission, each member organisation works with the strategic headquarters, WCRF International, to ensure national and global effectiveness. With strategically placed member organisations, the WCRF Global Network is able to raise awareness that cancer is largely preventable, fund innovative scientific research and stimulate new public initiatives for cancer prevention and control throughout the world.

Our Recommendations for Cancer Prevention were developed from WCRF/AICR's landmark Second Expert Report: *Food, Nutrition, Physical Activity, and the Prevention of Cancer: a Global Perspective*. The Report, published in November 2007, is the largest study of its kind ever published and its Recommendations are based on the most comprehensive review of all the available evidence. The Report will form the basis for the development of a global strategy for cancer prevention and control and will set the agenda for science in the years to come.

Our vision

The World Cancer Research Fund global network helps people make choices that reduce their chances of developing cancer.

Our heritage

We were the first cancer charity:

- To create awareness of the relationship between diet and cancer risk.
- To focus funding on research into diet and cancer prevention.
- To consolidate and interpret global research to create a practical message on cancer prevention.

Our mission

Today the World Cancer Research Fund global network continues:

- Funding research on the relationship of nutrition, physical activity and weight management to cancer risk.
- Interpreting the accumulated scientific literature in the field.
- Educating people about choices they can make to reduce their chances of developing cancer.

World Cancer Research Fund NL

WCRF NL was founded in 1994 and has a worldwide vision and a unique mission in preventing cancer. We fulfil our mission by a partnership of education and research programmes, which are funded by donations from the public. WCRF NL is now one of the leading charities in the Netherlands for diet, nutrition, lifestyle and cancer prevention. Our pioneering work has made a major contribution in focusing attention on the link between cancer and the choices people make about nutrition and lifestyle. For more information go to www.wcrf.nl.

BENEFITS

Annual leave

The WCRF NL holiday (annual leave) year runs from 1st January to 31st December. Annual entitlement for full-time staff (at 37.5 hour week) is in relation to length of service:

- Less than 1 year of service at the start of the New Year: 25 days
- From 1 to 2 years in service at the start of the New Year: 26 days
- From 3 to 4 years in service at the start of the New Year: 28 days
- From 5 years' service at the start of the New Year: 30 days

Sick leave

For full-time staff WCRF NL allows sick leave without deducting pay and complies with all appropriate legislation

Long-term sick leave

For employees who have been diagnosed by a physician with a long-term illness, WCRF NL will pay:

- During the first year of sick leave 100% of the current salary;
- During the subsequent year of sick leave is 70% of current salary.

After a period of two years of illness, the employer is no longer required to pay salary.

Pension scheme

We have a voluntary pension scheme available. Employees contribute 2% of their pensionable earnings and employers contribute 4% of their pensionable earnings for a total of 6%.

Accident insurance

We cover all employees for accidents equal to 2 times their annual salary with a maximum of € 250.000 on death and 4 times their annual salary with a maximum of € 500.000 for permanent disability resulting from an accident.

Private healthcare

We offer a fixed compensation for healthcare of employees.

Travel benefit

Any distance travelled over 7km to work is reimbursed to the employee at a rate of €0.15 ct per km.

Business travel insurance

All employees travelling for business are covered under WCRF NL's business travel insurance, which covers cost of illness, accident or death, travel including computer equipment,

Core Business Hours

The core business hours are from 9:30am till 4:45pm when all employees must be present. Employees may arrive for work between 8:30am and 10am and leave between 4:45am and 5:45pm. A 45 minute lunch should be taken.

Holiday pay 8% of salary

According to social insurance law, the employee has the right to an annual holiday of 8% of their gross annual salary.

HOW TO APPLY – THE RECRUITMENT PROCESS

Timetable

Closing date for applications: Monday 19th December 2011
First interviews: 20th – 23rd December 2011
Second interviews: Before 1st January 2012

To apply

If you would like to apply for this role please send your:

- 1) CV
- 2) Cover letter, providing **one** or **two** specific examples of past achievements that demonstrate how you meet each listed criterion on the Person Specification
- 3) Equal Opportunities Monitoring Form

Closing date for applications: 19th December 2011

by e-mail or post to:

Human Resources

E-mail: hr@wcrf.org

Address: WCRF INTL, 22 Bedford Square, London WC1B 3HH

Phone: 020 7343 4200

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