

Supporter Relations Assistant



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Lusiana lives in a community vulnerable to climate change in Fiji. The disaster preparedness and response planning in her village has been inclusive.



CBM UK

www.cbmun.org.uk 0800 567 7000

Charity Registration No 1058162 (England & Wales) SCO41101 (Scotland)

Working with a supportive, flexible employer

Thank you for your interest in joining the CBM UK team.

We are committed to promoting diversity, equity, and inclusion in all that we do. We are accredited as a Disability Confident Employer, a Living Wage Employer, a "We Show the Salary" Employer, and a supporter of the Age-Friendly Employer Pledge. These recognitions reflect our dedication to creating a fair, inclusive, and supportive workplace for everyone.

If you need any support or reasonable adjustments during the recruitment process, please don't hesitate to contact us at [email us](#).

At CBM UK, you would be joining a very supportive and collaborative community, working with a friendly team who are incredibly passionate about their work. The wellbeing of our team is central to how we work. We encourage a healthy work-life balance, offering hybrid working up to 50% working from home. Part of what makes our organisation special is the collaborative culture we've cultivated, which relies on spending quality time together in the workplace, which enables the opportunity to build the strong relationships that are core to our team dynamic.

Our team benefit from excellent personal development opportunities and we can offer the chance to undertake fully paid training or study where appropriate.

CBM UK's main office is in central Cambridge. We have a wonderful and accessible modern office building which is located nearby to Stourbridge Common and the River Cam.

Respect and compassion are at the heart of all that we do, and this reflects in our culture. We are an organisation based on Christian values, welcoming staff of all faiths and none. It's the basis of why we do what we do, striving to build a just and equitable world in which all people are included, loved, valued, and respected. We do not proselytise, and we work with partners of all faiths and none, according to the greatest need.

Who we are

For over 115 years, CBM has been transforming lives around the world. We work with local partners, making sure people with disabilities in some of the world's poorest communities have access to healthcare, education and a future when they can thrive. And when a disaster strikes, we're there providing emergency relief and support to people with disabilities and helping communities recover and rebuild.

With 35 UK staff, we're part of a Global Federation working in 26 countries. This is a truly exciting time to join us as we embark on an ambitious new strategy, as we fight to end the cycle of poverty and disability.

Our Vision & Values

Our vision is an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

We Champion Inclusion

We challenge discrimination and embrace diversity. We work with people of all faiths and none and we strive to build a just and equitable world in which all people are included, loved, valued and respected.

We Strive for Justice

We challenge injustice and equip others to exercise their rights. We serve with compassion those in greatest need, regardless of race, gender, age or religious belief.

We Pursue Excellence

We creatively innovate and pursue continual improvement so that we can maximise our impact and bring about tangible change in the lives of those others leave behind.

We Embrace Partnership

We can achieve more when we work with others. We learn together with our partners, communicate respectfully and honestly, and we value everyone's unique contribution.

We Live with Integrity

We live responsibly and with honesty.



About the role

Place of work	1 Munro House, Mercers Row, Cambridge, CB5 8HY With up to 50% working from home option.
Starting salary	£26,230 to £27,290 pro rated for part time hours.
Hours	Up to 22.5 hours per week (equivalent to three days per week). We welcome flexible working and are happy to discuss arrangements that accommodate school hours and other commitments. Working hours will be agreed with the successful candidate.
Reports to	Supporter Relations Manager

Purpose

The Supporter Relations Assistant plays a key role in delivering excellent supporter care and administrative support within the Supporter Relations team and wider Public Fundraising department.

The role is responsible for processing donations and supporter correspondence accurately and efficiently, responding to enquiries, maintaining supporter records, and ensuring every interaction reflects CBM UK's values and commitment to outstanding supporter care. The postholder will help supporters feel valued, appreciated and connected to the impact of CBM's work.

Key Criteria for Success

Success in this role will be demonstrated through:

- Delivering a consistently high standard of supporter care, ensuring supporters feel valued, appreciated and connected to the impact of their support.
- Processing donations, supporter enquiries and administrative tasks accurately, efficiently and in accordance with agreed procedures and service standards.
- Maintaining high-quality supporter data and working collaboratively across teams to contribute to CBM UK's fundraising and engagement objectives.

Key Responsibilities

1. Donation Processing (40%)

- a) Process incoming donations received by post and other channels, including online donations, ensuring all postal donations are opened, sorted, batched and recorded accurately and in a timely manner.
- b) Receive and process donations made over the telephone, including card payments, ensuring transactions are handled accurately, securely and confidentially.
- c) Send supporter acknowledgements, thank you letters and other follow-up communications, using automated mailing systems or manual processes as required.
- d) Ensure all donation processing activities comply with internal procedures, financial controls and data protection requirements.

2. Supporter Experience (40%)

- a) Contribute to delivering an excellent supporter experience that helps supporters feel valued, appreciated and connected to the impact of their support.
- b) Be a first point of contact for supporter, public and church enquiries received by telephone, email and post, delivering a professional, friendly and personalised service.
- c) Respond to enquiries by providing accurate information in line with CBM UK policies and procedures, referring enquiries and follow-up actions to the appropriate colleague or team where necessary.
- d) Handle feedback, concerns and complaints sensitively and efficiently, seeking appropriate resolutions and escalating issues where necessary.
- e) Support timely and effective supporter stewardship by making outbound telephone calls where appropriate, including thanking supporters for significant gifts and responding to supporter enquiries.
- f) Produce and personalise supporter communications, including acknowledgement letters, thank you messages and other correspondence, using approved templates and guidance.

3. Supporter Records, CRM and Data Management (20%)

- a) Create, maintain and update supporter records in the CRM system, ensuring information remains accurate, complete and up to date, including processing changes of address, communication preferences, deceased records and other data amendments.
- b) Accurately record donations, communications, telephone conversations and other supporter interactions to provide a complete history of supporter engagement.
- c) Support regular data cleansing and quality assurance activities to maintain the integrity and reliability of supporter information.
- d) Ensure all supporter data is handled in accordance with GDPR, data protection legislation and organisational policies.

4. Other

- a) Be part of a culture of enthusiasm and success, which reflects the ambitions of CBM UK. Ensure that the values of the CBM UK brand are understood by external partners and always reflected in communications.
- b) Carry out any other duties as required by the Supporter Relations Manager.

Person specification

Excellent verbal and written communication skills and strong interpersonal skills.	Essential
Strong administrative, organisational and data management skills, with the ability to manage multiple tasks, follow processes accurately and maintain attention to detail in a fast-paced environment.	Essential
High accuracy and attention to detail.	Essential
Excellent listening and telephone communication skills, with the confidence to handle a wide range of supporter enquiries with professionalism, sensitivity and empathy. Able to assess needs, adapt communication style and provide appropriate responses while delivering a high standard of supporter care.	Essential
Good Microsoft Office skills.	Essential
Committed to the core values and mission of CBM UK.	Essential
Sympathetic to Christian values.	Desirable
Experience using databases and CRM systems to update and create supporter records.	Desirable

Employee Benefits

- Agile working for all staff members which includes options for flexible working hours and up to 50% working from home for most roles.
- Wonderful modern offices, which are fully accessible.
- All full-time employees are entitled to 25 days' holiday per year in addition to UK public holidays.
- Option to buy extra annual leave.
- CBM places an emphasis on professional development and training for its employees in order to enable them to fulfil their roles. We encourage staff to further their skills and careers and, where appropriate, may support access to study and training opportunities.
- Competitive salaries within the sector. We regularly review salaries to attract, develop, motivate and retain the appropriate calibre of employees.
- We offer a generous pension plan with employer contribution of up to 5%. With the option of salary exchange.
- Group Life Insurance for all employees, which is equivalent to 2 x your annual salary.
- Our Wellbeing Working Group actively supports mental health and wellbeing in the office. We also offer a free Lifestyle Counselling Helpline & Online Support Service
- Bike to work scheme.

Diversity and Safeguarding

Everyone has the right to be treated with consideration and respect. CBM UK is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual.

CBM UK aims to ensure that all staff, volunteers, supporters, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, gender re-assignment, marital or civil partnership status, race, including colour, nationality, ethnicity, or national origin, disability, medical status, age, religion or belief, political opinion, social or economic status, or ex-offender status.

All roles within CBM UK are required to actively respect, support and promote the safeguarding of all children and adults who come in contact with our organisation, including our beneficiaries, partners, staff and volunteers, ensuring policies and procedures are followed and observed at all times.

Employment Checks

We are unable to provide sponsorship for this post. All offers of employment are made subject to proof of eligibility to work in the UK, proof of residency and satisfactory employment screening, and three references satisfactory to CBM UK and a DBS Check.

Use of Curriculum Vitae

Our policy is to recruit and employ our employees on the basis of their suitability for the work to be done. An application form allows us to compare individuals based on like for like information and as such your CV should be accompanied by a completed application.

Shortlisting and Interviews

All applications are subject to our shortlisting process. If you are shortlisted we will contact you and invite you to attend an interview. You will also be advised at this point if there will be any skills tasks to complete as part of the recruitment process.

How to apply

More information about CBM can be found by visiting our [website](#). We are happy to answer any questions you may have. Please [email](#) our Recruitment Team or call us on 01223 484700.

Application forms can be [downloaded from our website](#). Please email your completed form and Curriculum Vitae to recruitment@cbmuk.org.uk

Closing date: 26 October 2026. We will be reviewing applications and interviewing as they are received and reserve the right to close the vacancy early if a suitable candidate is appointed. Early applications are therefore encouraged.

We look forward to receiving your application.