

Job Description

Job Title: Donor Experience Operations Manager

Responsible to: Senior Donor Experience Manager

Direct Reports: Donor Experience Officer x 3

Job Purpose:

To lead supporter operations and the Donor Experience function, ensuring the delivery of exceptional supporter care, efficient processes, high-quality data management and effective stewardship operations. Through operational excellence, continuous improvement and supporter-centred service delivery, the role will help Acorns achieve its ambition of delivering a world-class donor experience and becoming the charity of choice in the West Midlands.

This role will lead and develop the Donor Experience Officers, oversee day-to-day service delivery, identify and implement process improvements, and ensure supporter journeys and stewardship activities are delivered consistently and effectively.

Working closely with the Senior Donor Experience Manager, this role will translate strategic priorities into operational delivery, creating an outstanding and seamless experience for supporters across their relationship with Acorns.

Main Duties:

Team Leadership and Management

- > Lead, develop and manage the Donor Experience Officers, ensuring a high-performing and supporter-focused team.
- > Manage team workload, wellbeing, resource planning and operational resilience.
- > Provide operational support during peak periods and team absence.
- > Promote a culture of continuous improvement and supporter-centric thinking.
- > Deputise for Senior Donor Experience Manager as required.

Supporter Care and Service Delivery

- > Manage donor services, taking responsibility for supporter care, stewardship and the end-to-end donation process.
- > Oversee daily donation processing, banking, thanking and online donation systems.
- > Ensure service standards and SLAs are met across all supporter interactions.
- > Act as escalation point for complex enquiries, complaints and service issues.
- > Monitor supporter feedback and identify opportunities to improve satisfaction and service delivery.
- > Support the delivery of consistent and exceptional experiences across all supporter touchpoints



Operational Management

- > Own and continuously improve end-to-end income administration processes, ensuring donations are processed accurately, efficiently and in line with agreed controls and standards.
- > Lead the management of the supporter income lifecycle from receipt of donation through to acknowledgment, reconciliation, reporting and ongoing stewardship.
- > Develop, document and optimise operational processes, controls and workflows to improve efficiency, reduce risk and enhance supporter experience.
- > Ensure strong financial controls are maintained across donation processing, cash handling, reconciliations, Gift Aid administration and supporter income management.
- > Ensure compliance with relevant fundraising regulations, GDPR, Gift Aid and organisational policies.
- > Maintain accurate supporter data and high standards of CRM management through Donorfy.
- > Oversee stock management processes within the Donor Experience team.

Stewardship and Supporter Journey Delivery

- > Coordinate and deliver stewardship activities, communications and supporter journeys that contribute to a world-class donor experience.
- > Support the delivery of impact reporting and stewardship communications in partnership with fundraising, marketing and care teams.
- > Deliver operational elements of philanthropy and high-value supporter stewardship programmes.
- > Support fundraising teams in the delivery of volunteer and community supporter stewardship activity.

Continuous Improvement and Automation

- > Identify and implement new opportunities to improve processes, efficiency, supporter satisfaction and operational effectiveness.
- > Support the development and embedding of automation opportunities across donor experience.
- > Use operational data and supporter feedback to identify root causes of issues or blockers in a donor's experience and implement fixes and improvements.
- > Work with internal stakeholders to improve ways of working and remove process inefficiencies.
- > Champion a culture of continuous improvement across Donor Experience.

Internal Collaboration

- > Build effective working relationships with colleagues across Fundraising, Marketing & Communications, Finance and Care.
 - > Coordinate operational activity with internal stakeholders and external suppliers where required.
 - > Support the implementation of organisation-wide supporter experience initiatives.
 - > Contribute expertise and operational insight to fundraising projects and campaigns.
 - > Act as Donor Experience Lead on cross-organisation projects as required.
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Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It is everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All

Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

Other Duties:

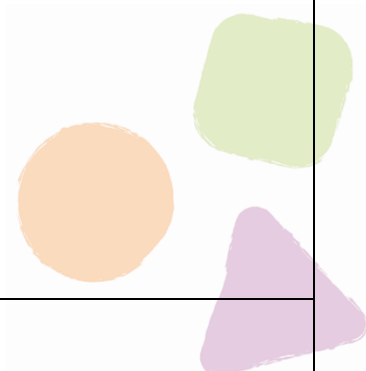
- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in a performance and development review process and any training and development identified to further enhance your role with Acorns.
- > To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
- > To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



Person Specification: Donor Experience Operations Manager

	Essential	Desirable
Qualifications	> A good level of education and digital confidence and capability.	> Fundraising, Marketing or similar professional qualifications such as Chartered Institute of Marketing, Chartered Institute of Fundraising.
Experience	> A commitment to excellent supporter care, and a passion for delivering an exceptional donor experience. > Experience managing operational processes and service delivery functions. > Experience overseeing income administration, financial processing or fundraising operations. > Experience developing and improving end-to-end operational or administrative processes. > Experience implementing process automations, systems or operational improvements. > Ability to manage varying administrative processes and a capacity for prioritising and managing a complex workload. > Experience of line managing an individual or small team > A proactive approach to work, with experience of using creative thinking to find innovative and fresh solutions and supporting others to do the same. > Experience working as part of a successful fundraising or customer service team > Experience of using CRM systems such as Raiser's Edge, Salesforce, Donorfy or Donorflex. > Outstanding written and oral communication skills with experience of creating engaging, creative content for communication with key stakeholders.	> Experience of using email platforms such as Dot Digital or Enthuse. > Managing a supporter or customer services team
Knowledge	> Understanding of fundraising compliance: GDPR regulations, Gambling Commission and fundraising best practice. > Understanding of donation or income processing and financial controls. > A demonstrable understanding of donor motivation and giving, fundraising methodology and the importance of stewardship in delivering acquisition and retention goals.	> Knowledge of the emerging trends and uses of digital capabilities or AI in fundraising operations and a curiosity to test new uses. > Knowledge or an understanding of working for a health charity/palliative care background.
Skills and Abilities	> Exceptional communication skills, both written and verbal. > IT skills in MS Office, particularly Excel. > Ability to analyse operational processes and identify efficiencies. > Strong planning and resource management skills. > Ability to manage operational or administrative processes across multiple stakeholders. > Analytical and problem-solving capability. > Ability to understand, exhibit and implement excellent customer care and empathetic and considered telephone manner. > Confident in building collaborative and effective relationships with staff and supporters. > Ability to work collaboratively across teams and manage multiple priorities. > Responsive, innovative and seeks out opportunities to create effective change including ways of working. > A keen eye for detail and accuracy	> Influencing and networking skills. > Copywriting and content development
Other	> Passionate and committed to Acorns mission and values > Willingness to train and learn new skills.	



	Essential	Desirable
Behaviours	> Build collaborative relationships across the organisation, creating a culture of cross function working. > Positive, enthusiastic approach & can-do attitude. > Curious, always seeking to understand and improve experience of customers. > Open to change and continuous improvement. > Innovative mindset and passionate about learning. > Commitment to the Acorns strategy & its success. > Driven in your approach to strive for excellence and build lasting partnerships for Acorns.	

Terms and Conditions of Employment

Job Title:	Donor Experience Operations Manager
Responsible To:	Senior Donor Experience Manager
Location:	Acorns House 103 Oak Tree Lane Birmingham B29 6HZ
Salary:	£40,000 per annum
Notice:	12 weeks
Hours:	37.5 hours per week
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.