



ramblers
at the heart of walking

Head of Supporter Care and Compliance



INFORMATION FOR APPLICANTS FOR THE POST OF HEAD OF SUPPORTER CARE AND COMPLIANCE

Thank you for your interest in our Supporter Care & Compliance role. This pack tells you more about the Ramblers, how we work, and details of the role and the people you'll be working with. It also gives information on how to apply.

What we do

The Ramblers open the way for everyone to enjoy the simple pleasures of walking. And we step up to protect the places we all love to wander.

When you join the Ramblers team, you're joining a talented, dedicated group of people with a passion for walking and the outdoors. Every one of us has a commitment and resilience to bring ambitious plans to life and a huge appreciation for the volunteers, members and supporters who help us make it happen.

Since 1935, we've been doing everything we can to make sure everyone everywhere can enjoy nature on foot. Today we're Britain's biggest and most vibrant walking community too.

We lead the way, and the walks, for a community of 100,000 walkers. And we help thousands more every year find their feet out in the open to boost their wellbeing naturally.

The Ramblers is a charity dedicated to removing barriers so everyone can enjoy walking in green spaces and to preserving and improving over 180,000 miles of well-loved paths, tracks and trails across England, Scotland, and Wales. We're committed to campaigning to keep our countryside open to all and to fighting for the things that matter most to walkers.

Our successes

We fought to establish National Parks and National Trails – and we won. And we successfully campaigned for everyone to enjoy Britain's coastline on foot. We've helped open up vast swathes of the British countryside which was out of bounds, and we made sure laws were amended and added to keep it that way.

Our future focus

There's still more to do. So we continue to secure support from government and help construct national and local policies and programmes to build a future fit for everyone everywhere to walk outdoors. We keep on engaging communities and organisations across England, Scotland, and Wales to help us achieve our ambitions. And we're opening up a world of walking opportunities for even more people. You can read our vision and strategic framework here.

Together, we achieve much more.

While we're a small staff team, we achieve big things with the help of people who believe in our cause, like our members, volunteers, campaigners, funders and partners. Together, we've already achieved significant success and we have ambitious plans for the future.

How we are run

As a charity, the Ramblers is governed by a board of trustees which comprises up to 15 members. Collectively the trustees are responsible for strategic oversight of the organisation and ensuring that our range of activities support our charitable purposes.

In addition to local Groups and regional Areas across GB, under our devolution agreements, substantial authority is devolved to Ramblers Scotland and Ramblers Cymru.

Volunteers

Volunteers are our driving force. Without their hard work and dedication, we simply wouldn't exist. Some 15,000 people generously give their time come rain or shine, to make a difference to the things that matter most to walkers.

The team

The Ramblers has a staff team of around 100 people based at home or who work from our offices in London, Edinburgh and Cardiff. As well as staff with specific roles in Scotland and Wales, we have six main departments.

The Chief Executive Office provides overall leadership to the organisation, leads the people function and supports the trustees, manages the charity day-to-day and makes sure it's governed effectively.

The Advocacy and Engagement team lobbies and advocates on behalf of walkers, campaigns to bring about change and is responsible for the Ramblers brand and external communications channels to raise our public profile.

The Operations and Volunteering team helps more people get out walking more often through member and non-member products and services such as group walks, self-guided routes, and path maintenance activities. It manages and supports our volunteers across the organisation too.

The Membership and Fundraising team works to deliver long-term, sustainable income and growth to deliver our mission. They form and nurture valuable partnerships with Ramblers

members, individual supporters, corporates, trusts, statutory bodies and manage our society lottery.

The Finance, Performance and Impact team drives better ways of working through providing financial support, designing, developing, and deploying data and digital solutions, and it manages every aspect of our IT.

Candidate Application Information

Send us your CV and a covering letter by date 06 June 2021

Interviews – 15 & 16 June

This can be e-mailed to recruitment@ramblers.org.uk

Any applications arriving after this deadline will not be considered for shortlisting unless there are exceptional reasons.

Candidates with disabilities and special needs

Please tell us if there are any reasonable adjustments we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

Guidance for CV and cover letter submission

Please send an up to date relevant CV including contact details of two referees. Note: - we will only take up references after we make a conditional job offer. Please also complete our Equal Opportunities Monitoring form by downloading from the jobs section of our web page <http://www.ramblers.org.uk/jobs.aspx>

It is our intention to appoint the best candidate for every vacancy in accordance with our Equal Opportunities Policy. To do this fairly, within the overall recruitment process at stages throughout the process we will need all candidates to provide relevant information about themselves. This information should be based on the criteria listed in the enclosed person specification and which are regarded as essential to the job.

Providing a covering letter is the most important part of your application. It should be used to tell us how you think you meet the selection criteria listed on the knowledge, skills and expertise section of the job description. Draw particular attention to experience, skills, achievements and knowledge gained in past employment or other activities which are relevant to the job.

We regret that we are unable to acknowledge receipt of applications, but please telephone the HR Department on 020 3961 3300 if you want to check yours has been received. If you do not hear from us within four weeks of the closing date, please assume that you have not been shortlisted.

Conditions of Employment

PAY

The commencing salary of this role is between £51,000 - £56,000 pa depending on experience

Cost of living increases are normally applied, subject to approval, in October each year to staff who have completed their probationary period. Salaries are paid on the 28th of each month via bank credit transfer.

We do not pay a separate allowance to homeworkers.

WORKING HOURS

The working week is currently 35 hours Monday to Friday. The Ramblers office is open between 8 and 6 – your actual start time will be discussed with your line manager but all staff are expected to be in the office between 10 am and 4 pm. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings or weekend events. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

TRAVEL

For some roles, there is a requirement to travel across the nations and to regional offices (Cardiff and Edinburgh). There may also be, on occasion, the need for overnight stays. Reasonable travel and hotel expenses may be reclaimed using the Ramblers expenses procedures

LEAVE

Annual leave is 25 days per year plus paid holiday on statutory and other public holidays, this is pro rated for part time staff and staff on fixed term contracts. The Ramblers' office is closed on statutory holidays and from 24 December to 01 January inclusive. The office is also closed on 23 December when that day falls on a Monday; and on 02 January when that day falls on a Friday. You do not need to take annual leave during the Christmas closure.

PENSION SCHEME

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements from April 2019, employees will see 5% of their earnings going to their workplace pension. In turn the Ramblers will be obliged to add a contribution that is the equivalent of 3% of your earnings.

In addition, the Ramblers currently offer a higher level of contributions at 6% of your basic salary provided employees contribute at least 5%.

PROBATIONARY PERIOD

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post. At the end of this period and subject to a satisfactory performance you will be transferred to the established staff.

THE RAMBLERS MEMBERSHIP

All staff on joining get free Membership of the Ramblers. This gives you access to hundreds of group led walks every week, Ramblers Routes online library as well as four issues of Walk magazine a year. In addition you will be entitled to a host of membership discounts and offers.

TRADE UNION MEMBERSHIP

The Ramblers recognise the Union Unite. The Union has sole consultation rights within the Ramblers for terms and conditions of employment and other matters concerning staff. The Ramblers encourages all employees to join the union.

FLEXIBLE WORKING

After 26 weeks' continuous service, the Ramblers will consider applications for flexible working arrangements.

The Ramblers will enable as many jobs to be open to job sharing as is operationally practicable.

SEASON TICKET LOANS AND CYCLE TO WORK

The Ramblers operate a season ticket loan and cycle to work scheme (available after 3 months service).

Job Profile – Head of Supporter Care and Compliance

Job Profile Title: Head of Supporter Care and Compliance	Responsible to: Director of Membership and Fundraising
Department: Membership and Fundraising	Responsible for: Supporter Care Team Manager (who line manages 5 supporter care officers)
Contract: Permanent	Hours: 35 hours
Band: 6	Location: London (London Bridge area) with flexible working.
<p>Purpose of Role:</p> <p>At the Ramblers, we are committed to giving our growing community of supporters the very best experience possible and our Supporter Care Team is at the very heart of the action.</p> <p>The Head of Supporter Care and Compliance is a new leadership role accountable for delivering a first-class supporter experience, maximising loyalty and engagement as we seek to become more supporter-led as a charity.</p> <p>Reporting to the Director of Membership and Fundraising, this role will work as an influential peer leader alongside the Head of Membership, Head of Fundraising and other stakeholders across Ramblers GB.</p> <p>In addition, as the charity’s data protection officer, this role is responsible for ensuring that all Ramblers processes are fully compliant with relevant regulatory bodies such as Gift Aid (HMRC), GDPR (ICO) and the Fundraising Regulator – driving best practice and influencing compliant behaviour across the Ramblers and our third party suppliers.</p>	
<p>Key Responsibilities:</p> <p>Supporter Care</p> <ol style="list-style-type: none"> 1. Bring exceptional leadership to an evolving Supporter Care Team. Foster a culture of excellence, accountability and teamwork, where vision is shared, service standards are exceptional, and success is celebrated. Build capacity and expertise, managing team performance and personal development. 2. In collaboration with the Director of Membership and Fundraising, develop and evolve the Ramblers Supporter Care strategy, aligning to the Ramblers strategic priorities and vision. 3. Working with the Supporter Care Team Manager, plan and organise resource, developing and agreeing service provision for other teams and take responsibility for the team’s performance and that of any third-party suppliers used by the Supporter Care Team. 4. Develop and implement Supporter Care management strategies, ensuring that the Ramblers is a centre of excellence, acting as an internal and external champion for putting the supporter at the core of everything we do. 5. Play a vital role in key strategic projects to ensure that the supporter is considered at all stages, and effective supporter care processes are developed to provide a great experience. 6. Embed a robust KPI-led reporting framework to drive evidence-based decisions; measure and report on progress against plans and to demonstrate impact to a range of stakeholders. Provide narrative and insights on how to drive further efficiencies, whilst keeping the supporter relationship at the heart of every transaction. 	

7. Manage and develop strategic relationships with our agencies, including the management of SLAs and performance measures, ensuring consistently high levels of performance. Effectively manage projects utilising third party suppliers, to time and to budget.
8. As an ambassador for the supporter voice, ensure supporter feedback is captured in a robust and structured way, so this can be fed back to teams, and lead insight led recommendations to drive improvements.
9. Play the lead role in developing and improving our CRM database including staff adoption, new ways of working; and related procedures, working with our data and insight team.
10. Drive improvements to processes in our in-bound enquiry system, Service-cloud, as well as our call system. Lead cross-team super-user group.
11. Manage the Supporter Care Team budget, producing timely reports to the Director of Membership and Fundraising on income, expenditure and KPIs to monitor performance against plans. Reforecast and budget in line with required timelines.
12. Lead from the front as an influencer and collaborator across the Ramblers staff and volunteer network and externally. Represent the Ramblers across sector forums and networks, building strong peer relationships and sharing best practice. Keep abreast of external factors that might impact how we deliver supporter care at the Ramblers.
13. Work with the data and insight team to ensure supporter data is held securely and robustly, in line with legislation and is supportive of how we gain insight and our aspirational attainment and maintenance of a 'single supporter view'

14.

Compliance

15. As the charity's appointed compliance and Data Protection Officer (DPO), ensure regulatory compliance is embedded across processes and communications in areas such as GDPR (General Data Protection Regulation), PECR (Privacy and Electronic Communications Regulations), Gift Aid, and the Fundraising Regulator. Responsible for risk management, reporting (to management and ICO) and mitigating any data protection incidents.
16. Stay up-to-date on regulations, and update key teams. Make changes to system processes and organise training and re-briefing where needed to ensure the Ramblers is fully compliant.
17. Be accountable for the creation and implementation of a framework for regulatory compliance across fundraising, membership and beyond, ensuring compliance is effectively monitored, measured and managed across all methods and suppliers. Support, brief and monitor agency performance to ensure that all the agencies we use adhere to the high compliance standard we set.
18. With consultation of key teams and the Supporter Care Team, develop a complaints handling framework for membership and fundraising, and ensure effective implementation.
19. Be responsible for continuing the Gift Aid project and embedding it into business as usual. The project includes: ensuring all valid gift aid declarations are recorded and indexed on our gift aid hosted site, taking remedying action on invalid or missing gift aid declarations, providing refresher training to staff, maintaining records of end-to-end processes and ensuring these are fully compliant. Drive any new initiatives to increase compliance and maximise Gift Aid income.
20. Be accountable for the training and support to teams on consent wording and compliance on projects and maintaining our consent library.

Volunteer support

21. Support the team to steward key volunteers such as Membership Secretaries, providing training and guidance where needed.
22. Provide strategic direction on how to enhance our relationship with Membership Secretaries, to bring in new members, retain our current members and ensure that everything they do is fully compliant, alongside the Membership Team. (Membership Secretaries are responsible for personal data relating to their members).

To undertake such other duties as may be reasonably required of the post holder by the Ramblers.

