

<b>Role:</b> Supporter Care Executive	<b>Team:</b> Audiences & Support
<b>Reports to:</b> Supporter Care Manager	<b>Pay Band/Starting Salary:</b> Grade 2 Upper, £26,757 - £28,252 pro-rata, per annum
<b>Location:</b> Edinburgh HQ	<b>Type of Contract:</b> Full time, fixed term contract March - October 2026

### **PURPOSE OF THE ROLE**

The Audiences and Support (A&S) directorate brings together a range of creative and specialist skills to build support for our charity. Working closely with colleagues across Scotland, we protect, enhance and build the Trust's reputation, positioning our charity as a leader in protecting and sharing Scotland's natural, cultural and historic places for everyone to enjoy. By listening to our audiences and placing them at the heart of what we do, we grow support for our charity; increasing membership, inspiring visits and generating vital income through philanthropic work.

The wider purpose of the role is to support the interactions we have with our supporters ensuring that we build meaningful relationships with them through our excellent supporter care to encourage loyalty of support and in turn, generating the vital funds we require for the continuation of our charity's work.

The specific purpose of the role is to provide excellent service and care to our many supporters, including but not limited to our circa 340,000 members, many donors, and visitors. It's your role to build strong relationships, offer great service and encourage future support, providing a positive experience of the National Trust for Scotland. As well as processing memberships and carrying out administrative tasks, you will be the first point of contact for general enquires for the organisation and It's your responsibility to ensure that every interaction leaves our supporters, or prospective supporters, feeling thanked and valued and most importantly excited to continue or start their membership and support to the National Trust for Scotland.

### **KEY RESPONSIBILITIES**

- Deliver exceptional supporter care across multiple channels, acting as the first point of contact via telephone, email, social media, letter, or occasionally face to face.
- Provide a welcoming and helpful experience for people contacting the charity with questions, feedback, or concerns.
- Demonstrate a professional and proactive approach to interacting with supporters.
- Respond to enquiries in a timely, considerate, and caring manner, in line with agreed SLAs.
- Develop and maintain strong knowledge of the Trust's activities, products, and policies, communicating these confidently to visitors, members, and donors.
- Manage supporter data in accordance with GDPR and PECR regulations, proactively ensuring data accuracy and completeness.
- Support Team Leaders, the Supporter Care Manager, the CRM Manager, and other internal departments with time-critical and data-sensitive tasks.
- Ensure all supporter interactions are accurately logged in the CRM system and, where appropriate, passed to relevant departments.
- Process supporter payments via online payment systems over the phone or by handling cheques, and manage refund requests and payment enquiries.
- Take ownership of supporter enquiries and complaints, proactively seeking timely and satisfactory resolutions.

- Carry out administrative tasks that support strong supporter relationships, including processing memberships, Gift Aid, direct debits, data cleaning, and consents.
- Participate in system testing to ensure systems are fit for purpose.
- Contribute proactively to process improvement and development, maintaining and creating guidance notes relevant to the role.
- Work collaboratively with teams across the organisation, including those based at properties, to provide training and promote the importance of excellent supporter care.
- Support outbound retention and recruitment campaigns via telephone, email, or mail, where required.

### **REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**

#### Essential

- Experience in a customer or supporter-facing role.
- Experience using Microsoft Dynamics CRM or a similar CRM system.
- Strong administrative skills with confidence using Microsoft Office.
- Excellent organisational skills and attention to detail.
- A genuine enjoyment of working with people and delivering positive outcomes for supporters.
- Clear and confident written and verbal communication skills.
- Polite, tactful, and professional in approach.
- Proactive and adaptable, with the ability to manage competing priorities effectively.
- Comfortable working in a busy environment.
- A reasonable understanding of the principles of data protection law and the handling of personal data.

#### Desirable

- Experience in the charity, not for profit sector
- Experience of working in a call centre environment
- An interest in Scottish built, natural and cultural heritage

### **DIMENSIONS & SCOPE OF JOB**

#### People Management

- No people management
- Key internal relationships including supporter care team, property teams, fundraising, finance, marketing, communications and commercial teams

#### Financial Management

- No direct budget management but on occasion will be dealing with financial tasks such as direct debit processing or payments over the phone.

#### Hours of work

- Normal working hours, 40 hours per week inclusive of 1 hour lunch. Our core business hours at 9 – 5 and on a rare occasion you may be asked to work evenings and weekends as required.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

### **APPLICATIONS**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Department, The National Trust for Scotland, by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk), **by 15 February 2026**. Please ensure your CV includes your full name and contact details

- The CV file sent to us should be titled with your first initial and surname
- When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"