

Action for Pulmonary Fibrosis

Senior Supporter Care Officer

Charity Commission England & Wales Registered Charity Number: 1152399
Scottish Charity Regulator Number: SC050992

actionpf.org

A welcome from APF

Thank you for considering this role at Action for Pulmonary Fibrosis. Our supporters make our work possible. Whether someone is making their first donation, fundraising in memory of a loved one or has supported APF for years, we want them to feel welcomed, valued and connected to the difference they make. You will help us deliver that experience, improve supporter care and guide Support Line callers towards the right help. If you bring thoughtful communication, good judgement and care for the details, we would be pleased to hear from you.

About APF

Action for Pulmonary Fibrosis is a UK charity.

We bring people together to drive change so that everyone affected by pulmonary fibrosis can live well for longer. We provide support, information and education, raise awareness, campaign for better diagnosis and care, and invest in research.

Our strategy, For Every Breath, Every Journey, Every Future, is shaped by lived experience. It is supported by stronger organisational foundations and a commitment to building sustainable income.

Why this role matters

Every interaction with APF shapes someone's experience of our charity. This role brings together personal supporter care, thoughtful stewardship and compassionate first contact for people affected by pulmonary fibrosis. You will help supporters understand the difference their generosity makes and use their feedback to improve how we work.

The opportunity

You will take ownership of day-to-day supporter care: responding to enquiries, coordinating welcomes and thank-you letters and calls, supporting people who are using fundraising platforms and keeping accurate records. You will work with specialist colleagues on enquiries that need their input and make agreed improvements to supporter journeys.

You will also answer Support Line calls, listen carefully and help people reach the appropriate APF service. This is first contact and navigation within agreed pathways. It does not involve clinical advice, diagnosis or counselling.

What you will help achieve

- Supporters feel welcomed, appreciated and connected to APF's impact.
- Callers reach the right support through safe referral and escalation.
- Reliable records and follow-up create a joined up experience.
- Supporter insight leads to practical improvements.

Who we are looking for

You will bring experience of supporter, customer or service-user care, including telephone enquiries, personal communication and accurate record keeping. You can listen sensitively, exercise good judgement and take responsibility for a busy day-to-day service.

Relevant experience may come from fundraising, customer service, patient or service-user support, a helpline or another setting. You will be confident using a CRM, database or similar system, understand confidentiality and recognise when to refer an enquiry. Experience of supporter journeys, supporter experience, fundraising platforms or helplines would be helpful.

Equality and accessibility

We want APF to be a place where different perspectives and experiences are valued.
We welcome applications from people of all backgrounds and will make reasonable adjustments throughout the recruitment process.

Working with us

Salary: £31,000 to £32,500.

Band: 2b.

Contract: Permanent.

Hours: Full time, 37.5 hours a week, typically 9.00 am to 5.00 pm, with flexibility to support a good work-life balance. Occasional out-of-hours work may be required, with time off in lieu.

Location: Hybrid, with a minimum of one day a week in APF's Peterborough office.

Annual leave: 25 days plus three discretionary days at Christmas and bank holidays, with a buy/sell leave scheme available.

Pension: Auto-enrolment, with APF contributing 3%.

Other benefits: Flexible working policies, free gym membership at the Peterborough office and life assurance

Probation: One month

Notice: Two weeks on both sides during probation, extending to one month thereafter.

How to apply

Please visit **actionpf.org/vacancies** for current application details, dates and information about requesting an adjustment.

Registered office:
Action for Pulmonary Fibrosis, Studio 8, Stuart House,
St John's Street, Peterborough, PE1 5DD

Registered with FUNDRAISING REGULATOR

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