Life Cycle

Supporter Care Officer

Recruitment pack

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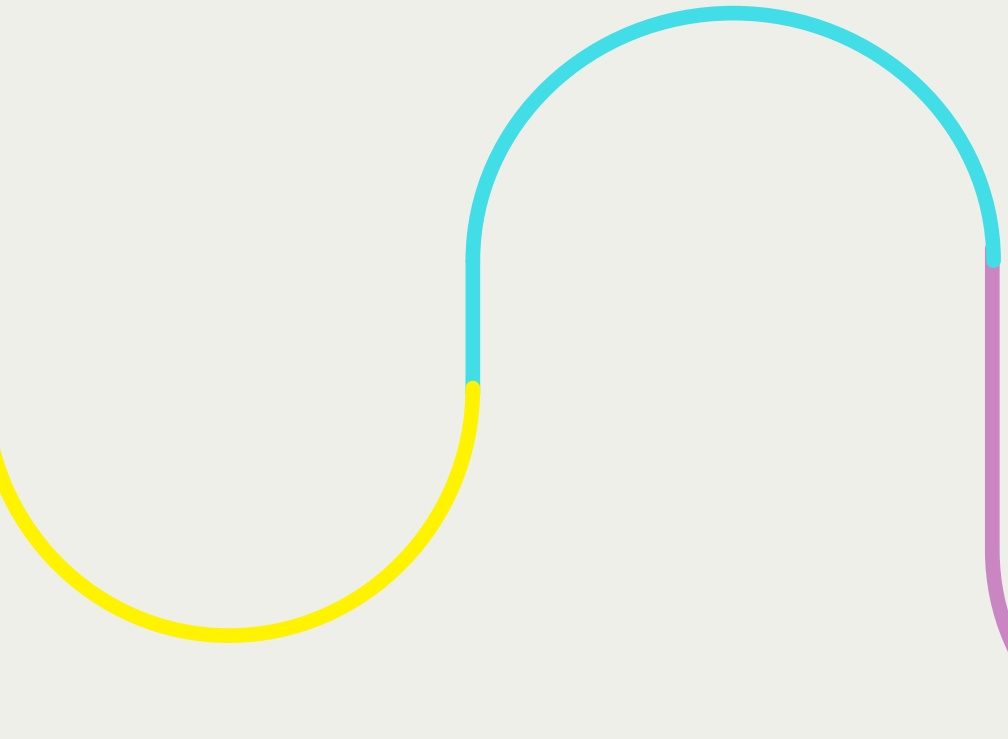


Job summary

Supporter Care Officer

- £26,500 – £29,500 per annum, at Life Cycle salary grade 2
- Five days per week
- Permanent contract

Do you enjoy building positive relationships and helping supporters feel valued? In this role you will play a key role in ensuring supporters, donors and funders receive an excellent experience when engaging with Life Cycle.

You will manage supporter communications, maintain accurate records, help develop our fundraising CRM systems and support fundraising and marketing activity through effective administration, storytelling and stewardship. If you are organised, people-focused and passionate about making a difference, we'd love to hear from you.

Hello, we are Life Cycle!

We're a charity that transforms lives and the environment through cycling.

About us

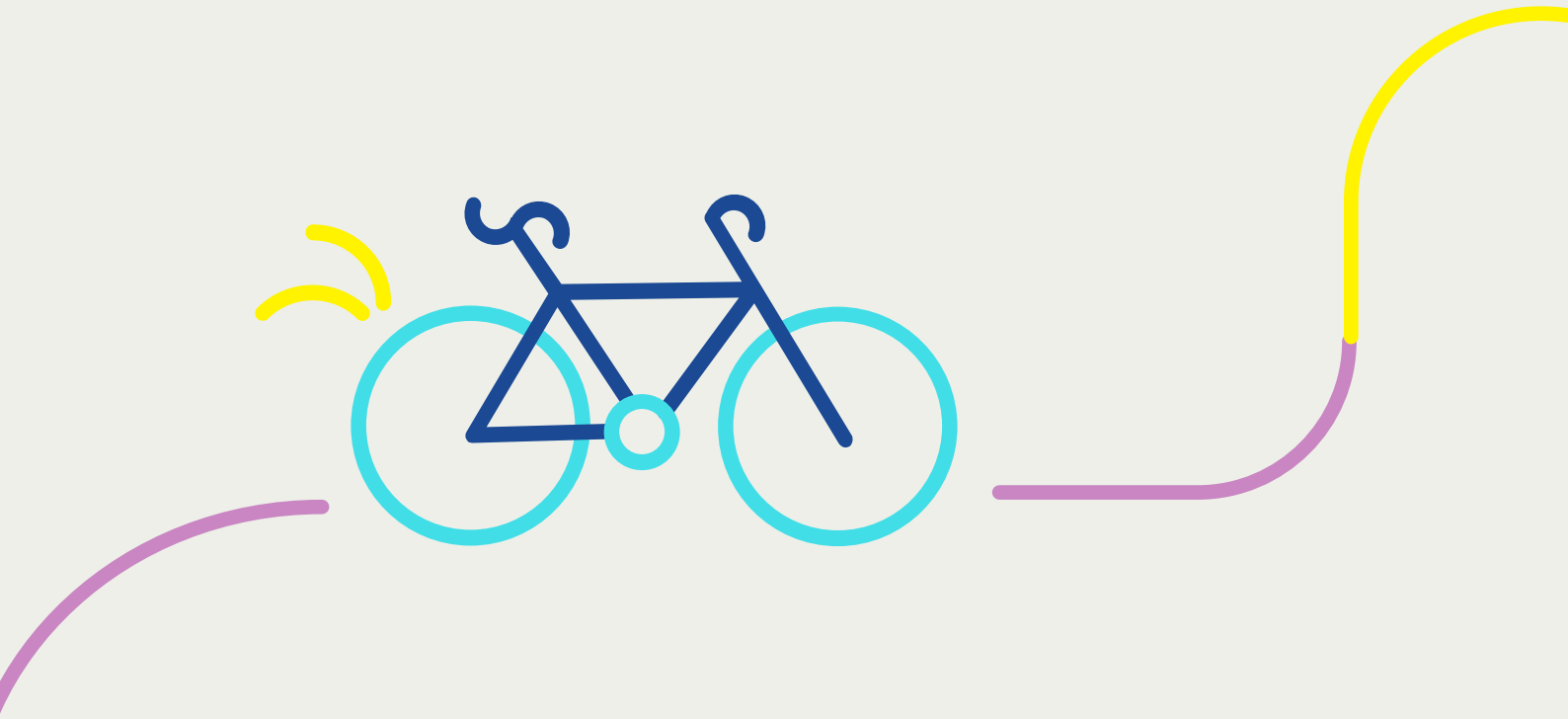
We work with people of all ages, abilities and backgrounds at every stage of their cycling journey: From learning to ride, to building a career in the cycle industry.

We know that with the right support, anyone can benefit from bikes. We help thousands of people each year by providing:

1. **Bikes that are safe, smooth and fun to ride.**
2. **Cycle training for all ages and abilities.**
3. **Cycling activities for people with additional needs.**
4. **Industry-accredited training for the public – and people in prison.**

We're here to show that cycling can be safe, practical and affordable for most short journeys: No matter who you are, what you do or what you look like. We create positive spaces where people can be themselves, develop and reach their goals.

We're all about empowering people on their cycling journey.



Our vision, mission and values

Vision

A world with clean air and healthier people, where cycling is the chosen mode of transport, for most people, for short daily journeys.

Mission

Our mission is to help more people experiencethe benefits of cycling – transforming lives and the environment.

Values

1. Quality:

We strive for excellence in everything we do.

2. Inclusivity:

We want cycling to be accessible to everyone.

3. Curiosity:

We aren't afraid to try new things. We are bold. We are always learning.

4. Empowerment:

We are guided by the people we work with.

Take a look at our videos to learn about our projects!

Bikes beyond bars

Tandem cycling for the visualy impaired "Two's Company"

Job description

As Supporter Care Officer, you will play a key role in engaging our growing community of supporters and helping to increase individual giving income. You will support donor steward-ship, fundraising administration and supporter communications while helping maintain accurate data and effective systems. You will ensure everyone supporting Life Cycle receives a positive, professional and inspiring experience, while creating engaging content that motivates people to keep supporting Life Cycle's life changing work.

With help from the Fundraising and Marketing manager you will help launch Life Cycle's Individual Giving CRM. You will act as the day-to-day administrator for this supporter database, along with mailing lists and fundraising communications, helping colleagues build strong relationships with donors, funders and supporters.

You will support the collection and management of participant stories, photographs, quotes and case studies that help demonstrate our impact, turning these into engaging content. You will draft fundraising appeal copy, email campaign content, and thank you letters that inspire people to engage further in our work.

This role is ideal for someone who enjoys combining strong communication skills with an ability to maintain accurate records. You'll be joining at an exciting time of new development, helping pioneer a new area of fundraising at an award-winning social impact charity.

Key responsibilities

Supporter care and stewardship

- Provide excellent supporter care to donors, funders, participants and members of the public.
- Draft and coordinate thank-you letters, donor updates, stewardship communications and fundraising appeals.
- Respond to supporter enquiries and support delivery of donor stewardship and supporter engagement activities.
- Help organise supporter events, visits and engagement opportunities.

CRM and data administration

- Support the implementation, maintenance and ongoing administration of the fundraising CRM.
- Maintain accurate donor, supporter and funder records, carrying out data cleansing and quality checks.
- Produce mailing lists, supporter segments and fundraising reports as required.
- Support data imports, exports and administration associated with fundraising and marketing systems.
- Assist the Fundraising Lead with fundraising administration, monitoring and data management to support Trusts fundraising.
- Ensure supporter information is managed in compliance with GDPR and internal policies.

Communications

- Gather user stories, photographs, testimonials and quotes from across our projects.
- Maintain Life Cycle's library of case studies, images and supporter stories.
- Draft content for fundraising appeals, donor communications and impact updates.
- Support the Marketing Lead and Fundraising Lead with content for campaigns, stewardship, funding applications and impact reporting.
- Support preparation of trust applications and, where delegated by the Fundraising Lead, lead small grant applications to Charitable Trusts & Foundations.
- Assist with social media content, supporter communications and fundraising materials.
- Monitor shared fundraising inbox and identify opportunities to improve supporter experience, data quality and administrative processes.

Person specifications

Characteristic	Essential	Desirable
Experience in an administrative, customer service, fundraising, marketing or supporter-facing role.	X	
Experience in producing creative content for a public facing organisation (this could be written, media or design based)	X	
Excellent organisational skills and ability to manage multiple tasks and deadlines.	X	
Strong attention to detail and ability to maintain accurate records.	X	
Experience using databases, CRM systems, spreadsheets or similar information systems.	X	
Good written communication skills and ability to draft professional correspondence.	X	
Confident IT skills, including Microsoft 365 and Excel.	X	
Ability to handle sensitive information appropriately and maintain confidentiality.	X	
Good interpersonal skills and ability to build positive relationships with supporters and colleagues.	X	
Ability to work independently and as part of a team.	X	
Commitment to Life Cycle's values of Quality, Inclusivity, Curiosity, Empowerment.	X	
Understanding of equality, diversity, accessibility and inclusive communications.	X	
Experience using a small charity CRM such as Donorfy or Beacon.		X
Experience in donor stewardship, customer care or supporter engagement.		X
Experience working in the charity, voluntary or social enterprise sector.		X
Experience using Excel for data cleansing, sorting, filtering and reporting.		X
Experience drafting fundraising appeals, supporter communications or impact stories.		X
Experience collecting case studies, testimonials or participant feedback.		X
Familiarity with GDPR and fundraising compliance requirements.		X
Familiarity with AI-assisted productivity or administrative tools.		X

Note: This job description is for guidance only. You will be expected to undertake activities as

Terms and conditions

Salary: £26,500 – £29,500. This is at Life Cycle salary band 2.

Working hours: Full time (five days / 37.5 hours per week).

Working days: Monday – Friday.

Contract: Permanent.

Probationary Period: Three months, with reviews at one month and two months.

Annual Leave: 32 days paid leave in each holiday year, pro rata. Statutory holidays such as bank holidays are included within this entitlement. 3 of these days (pro rata) must be taken between Christmas and New Year when the Life Cycle office is shut.

All employees will receive one extra day of annual leave, pro rata, for every full year they are employed by Life Cycle up to a maximum of 5 additional days.

Pension: 5% matched contribution to pension

Other benefits: Company Sick Pay, staff discount on refurbished bike (or Cycle to Work scheme for new bike); TechScheme, free cycle training; free annual bike service; team building meetings and socials; professional development opportunities..

Location: CREATE Centre, Smeaton Road, Bristol, BS1 6XN. Flexible and home working is possible, but you will typically be expected to spend a minimum of 2 days per week at our main office.

Reports to: the Fundraising & Marketing Manager.

Training: opportunities will be available: to be discussed on appointment.

Working with volunteers: Life Cycle values its volunteers, who make a vital contribution to our work. You will be expected to encourage, develop and support volunteer involvement in our work.

Equalities focus

Whilst equalities and diversity have always been important to us, we are now on a journey to becoming an anti-racist organisation. This means we are committed to increasing diversity amongst our staff, volunteers and participants – and to actively tackling unconscious bias and structural racism. We expect all staff to share our commitment to be always learning and working to address racial inequality, in order to achieve racial justice both inside and outside Life Cycle.

How to apply

For an informal chat about this role email Jenny Weld, Marketing and Fundraising Manager, to arrange a call: jenny.w@lifecycle.org.uk.

To apply

Life Cycle is committed to diverse and inclusive recruitment practises, so to reduce unconscious biases we practice anonymous shortlisting.

Please fill in the application form below. You'll be asked to attach a CV and answer a few questions.

Please make sure you remove all identifying personal information, e.g. name, address, date of birth, etc. **Unfortunately, we cannot accept applications that haven't been fully anonymised.**

Application form: Supporter Care Officer

Deadline: Monday 17th August, 10 am.

Interview: Monday 24th August 2026.

We will hold interviews at: Life Cycle Head Office, The CREATE Centre, Smeaton Road, Bristol, BS1 6XN.

Start date: Monday 7th September or soon after.

Life Cycle