

What is it?

Launched in 2012 to give senior supporter services professionals a chance to work together, network with and learn from peers.

The four key goals are:

1. To develop supporter services to its full potential and benchmark best practice
2. To promote supporter services as a central and imperative part of the fundraising mix
3. To develop the skills and competencies of all the participants
4. To develop a deeper understanding of supporter services through research and workshops



2015/15 members

breast cancer
now



Save the Children



**WE ARE
MACMILLAN.
CANCER SUPPORT**



**Alzheimer's
Society** | Leading the
fight against
dementia



**Arthritis
Research UK**

think



- 4 meetings per year
- Chatham house rules
- Themed discussion with guest speakers
- Case studies and examples
- Questions and (honest) answers



Extra benefits for new members

New members receive all the reports and studies from previous Forums:

- Benchmarking 2014
- Commercial sector customer service research 2015



Proposed meeting outline

- Session 1- Guest speaker
- Session 2 - Member case study
- Session 3 - Group sharing





“Being a member of the forum is invaluable. The opportunity to share our challenges, seek best practice and learn from each other has help me and WWF develop and grow. The networking and collaboration extends way beyond the four meetings with the team at Think always on hand to provide help and advice.”

***Ben Adaway, Supporter Services Manager,
WWF-UK***



“I’ve really valued the forum in the past year, in particular the support and sharing of knowledge between the members and the variety and relevance of the topics we discuss.”

***Paul Pember, Supporter
Donations Manager,
Macmillan Cancer Support***

**WE ARE
MACMILLAN.
CANCER SUPPORT**

think

Charity investment...

Annual membership £2,600 plus vat per charity

Benefits:

- Building your network/peer support
- Members' benchmarking data and in depth report
- Option to invite additional delegates to a stand-alone, extra session at £150



To confirm your place...

Contact:

Beccy Murrell on beccy@thinkcs.org

Michelle Chambers on michelle@thinkcs.org

Samantha Dixon on samanthadixon@thinkcs.org

You can also reach us on 01280 824297