

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





Sue Ryder

Recent members



**WE ARE
MACMILLAN.
CANCER SUPPORT**



Sightsavers



Alzheimer's Society | Leading the fight against dementia



Meetings

Our meetings are themed to ensure each topic is covered in depth and gives members the opportunity to share and learn from each other, guest speakers and sector experts. Our day consists of the following:

- An overview of the theme including sector trends and key insights
- Session 1 - A case study from a guest speaker who will share their practical experience of the topic of the day. Speakers will cover the challenges as well as the opportunities in their own organisation and top tips for success
- Session 2 - An discussion session where members share their experiences, introduced with a member case study.
- Session 3 – A Forum Clinic for members to share problems and issues and to discuss practical solutions, and a ‘Highlights and Horizons’ session where THINK consultants provide updates on sector developments to keep Forum members ahead of the curve on everything from legislation to salary surveys.

How is it structured?

- 4 full-day meetings per year held in members' offices with lunch included.
- Chatham House rules to support honest and open discussion on hot topics and issues
- Up to date case studies and practical examples
- A chance to ask questions, share experience and learn with peers



Extra benefits for new members

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

- Benchmarking Report 2015
- Commercial sector customer service research 2015





“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***

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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

You can also reach us on 01280 824297