

## JOB DESCRIPTION

<b>Job title:</b>	<b>Supporter Care Assistant</b>
<b>Reports to:</b>	Fundraising Manager Individual Giving
<b>Hours:</b>	37.5 hours/week.
<b>Location:</b>	The post will be based at the Charity's Head Office, Hammersmith, London, W6

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### Job Purpose:

The post holder will work in the Supporter Care team providing administrative support. They will be responsible for providing an effective supporter care service to all customers of the charity, working to quality measures and key performance indicators as set by the Head of Individual Giving and the Customer Care Steering Group. Working with teams across the organisation, the post holder will be responsible for ensuring that the Charity's supporters are thanked in a timely and appropriate manner, responding to all supporter queries quickly and effectively and ensuring that the information on the Charity's Database is kept up to date and accurate.

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### 1. Team

The Individual Giving Team recruits, develops and nurtures individuals interested in supporting the Charity. Supporters vary in their methods and motivations for support, giving through Direct Marketing appeals, Major Gifts, In Memorial Giving, Tribute Funds, Legacies and Regular Gifts. The Individual Giving team is responsible for working with a number of key agencies to move these supporters through the donor journey to ensure that they are communicated with effectively and in a manner that suits their needs to increase loyalty and commitment to the Charity and ultimately increase support. Within this remit is the top level development and delivery of the Charity's Supporter Care function as agreed by the organisation as a whole.

### 2. Organisation chart



### **3. Duties and key responsibilities**

#### **Supporter Care Administration**

- Support the daily batching process and produce standard and bespoke donor acknowledgement letters from the Raiser's Edge using conditional mail merges.
- Provide front line supporter care via the dedicated telephone line and email in-box, triaging and escalating queries as needed
- Sort through the Charity's return to sender mail, making amendments on the Charity's database where necessary.
- Sort the Charity's white-mail, making amendments to the Raiser's Edge, responding to simple enquiries and passing any queries to the Supporter Care Executive for escalation.
- Sort the Charity's responses to Customer and Donor Choice questionnaires, making amendments to the Raiser's Edge.
- To adhere to the Charity's policy and procedures for handling complaints at all times
- To support the Supporter Care Executive to help maintain and update the library of template letters both electronically and as a tool on the Raiser's Edge.
- Ensure all activities adhere to the Charity's Customer Care guidelines and KPIs

#### **Data and Information**

- Ensure that all actions and communications are recorded on the Charity's Database
- Support the sign off of data used for organisation-wide mailings and Direct Marketing specific appeals.
- To assist in maintaining high quality data on the Raiser's Edge database, through daily data input, ensuring information is gathered and recorded in accordance with the requirements of the Data Protection Act and the Charity's Data Protection Policy
- To manage all mail returns, ensuring the database is kept clean and up to date and that this is managed in line with mailing schedules
- To maintain donor trust and confidentiality at all times.

#### **General Responsibilities**

- Contribute to team meetings and organisational priorities
- Be proactive in keeping up to date with developments affecting the role
- Carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the post
- Abide by organisational policies and practices, and the Charity's UNITED values
- Support diversity and equality of opportunity in the workplace

**Date Written:**

**Signed:**

**(Line Manager)**

**Document ref:**

**Signed:**

**(Job holder)**

## PERSON SPECIFICATION

**Job Title:** Supporter Care Assistant

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

Skills and Abilities	Criteria	Criteria tested at		
		Application	Interview	Test
	<ul style="list-style-type: none"> <li>• Administrative and organisational skills, with the ability to pay close attention to detail</li> <li>• Communication skills written and oral, including telephone skills</li> <li>• Ability to write clearly and grammatically</li> <li>• Ability to organise and prioritise a busy workload and to work to deadlines with the ability to pick up ad-hoc tasks where necessary</li> <li>• Ability to work independently, co-operatively, proactively and as an effective team member</li> <li>• IT literate, including the ability to use Microsoft office or equivalent i.e. Excel, Word and Outlook</li> </ul>	√	√	√
<b>Experience</b>				
	<ul style="list-style-type: none"> <li>• Experience of working in an administrative role</li> <li>• Experience of working in customer care either face to face, in writing or by telephone</li> </ul>	√	√	
<b>Education, training, qualifications</b>				
	<ul style="list-style-type: none"> <li>• No specific qualifications but a basic qualification in an administration area would be an advantage.</li> </ul>	√		

<b>Knowledge</b>		<b>Application</b>	<b>Interview</b>	<b>Test</b>
	<ul style="list-style-type: none"> <li>• Understanding of data protection issues.</li> </ul>	√	√	
<b>Other requirements</b>				
	<ul style="list-style-type: none"> <li>• Support diversity and equality of opportunity in the workplace.</li> <li>• Enthusiasm and willingness to be flexible in achieving targets and outcomes.</li> <li>• Commitment to the Charity and our UNITED Values.</li> <li>• Ability to work flexible hours (not excessive.)</li> </ul>			
<b>Desirable</b>				
	<ul style="list-style-type: none"> <li>• Experience of working in a voluntary organisation</li> <li>• Donor database experience, ideally using the Raiser's Edge</li> </ul>			

<b>Date written:</b>		<b>Signed:</b>		<b>Jobholder</b>
		<b>Print Name:</b>		
		<b>Signed:</b>		<b>Line Manager</b>
		<b>Print Name:</b>		