

## Job Description

**Job Title:** Supporter Care Coordinator

**Reports to:** Individual Giving Manager

**Department:** Fundraising and Marketing

### **Purpose of the role**

1. To provide a first-class service to current and new donors by delivering optimum supporter journeys.
2. To manage all payment processes and procedures, including individual gifts and the processing of Gift Aid.
3. To support regular and ad hoc fundraising activities and projects overseen by the Fundraising Managers designed to grow income from individuals, events, community, in memory giving and online.
4. To work closely with finance to ensure income reconciliation is as effective and efficient as possible.

### **Key responsibilities**

#### **Donations and data entry**

- Ensure that the fundraising database (Raisers Edge) is up to date and that supporters contact and financial data is accurate
- Create records for new donors, supporters and enquirers on Raisers Edge. Process daily cash donations onto Raisers Edge, liaising with the finance department to ensure that all batched income is allocated correctly
- Process regular giving donations onto Raisers Edge regularly and accurately
- Import regular donations and fundraising income from external agencies including CAF and Just Giving onto Raisers Edge
- Processing Gift Aid updating Raisers Edge and accurately storing declarations
- Filing and management of paperwork, ensuring due diligence and security measures are followed

#### **Supporter care**

- To promote & deliver the highest standards of care & support to donors
- Fulfilment of supporter acknowledgements by letter or email in an accurate, timely and well-tailored manner. Ensure that special gifts (large gifts and/or complex gifts) are acknowledged quickly with personal communication from the relevant staff member

- Answer the Fundraising telephone line and monitoring the Fundraising email account, sharing information with the relevant team member for action
- Receive donations from supporters in person or on the telephone, completing paperwork as necessary
- Contact donors by phone, email or letter regarding payment or fundraising queries

**Other:**

- To be conversant with relevant fundraising legislation and the guidelines of the Fundraising Regulator and the GDPR, implementing these under guidance of the Individual Giving Manager
- To undertake other duties as may be required and which are consistent with the nature of the role

**Person specification**

**Knowledge and experience:**

- Experience of working in a customer focused environment, preferably within fundraising
- Good working knowledge of CRM database (preferably Raiser's Edge)
- Experience of banking processes and consistent financial reconciliation
- Ability to manage a busy workload meeting deadlines
- Experience of working on own initiative and as part of a team

**Skills:**

- Excellent communication skills including written (and email) and on the phone
- Excellent attention to detail with a good eye for numbers
- Excellent general IT skills including Word & Excel
- Good relationship building skills and an ability to work across teams creating strong internal networks

**Personal characteristics should include:**

- Enthusiasm and passion for the work of Royal Star & Garter and a shared commitment to our values
- A consultative approach to solving problems
- Planning and organising; schedules activities effectively
- A positive upbeat attitude
- Reliable, professional manner; flexible and calm under pressure

**We reserve the right to update and amend this job description to ensure it accurately reflects the role. This will be agreed in consultation with the job holder.**

*October 2019*