



Job Description

Job Title:	Supporter Care Coordinator
Reports to:	Individual Giving Manager (task management by Senior Supporter Care Coordinator)
Department:	Fundraising & Marketing
Location:	Hampton office and working from home
Hours:	Part time, 28 hours/four days a week
Salary:	£25,000 (pro rata)

Purpose of the role

Supporter care

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 work closely with finance to ensure banking and income reconciliation is effective and efficient.

Fundraising support

4. To provide a first point of contact service to incoming enquiries to the Central Services office, including phone and email
5. To provide general support for other fundraising activities and projects as and when required

Key responsibilities

Supporter care

- To promote and deliver the highest standards of care and 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
- Receive donations from supporters in person or on the telephone, completing paperwork as necessary
- Proactively contact donors by phone, email or letter regarding their payments, any queries and to mark specific milestones on the supporter journey.

Donations and data entry

- Ensure that the fundraising CRM database (Raisers Edge) is up to date and that supporters contact and financial data is accurate, including creating new records
- Part of the weekly banking process, ensuring donations are accurately recorded on Raisers Edge and liaising with the finance department to ensure that all batched income is allocated correctly
- Further data inputting on Raisers Edge to include: regular giving donations, importing fundraising income from external agencies including CAF and Just Giving, processing Gift Aid and accurately storing declarations
- Filing and management of paperwork, ensuring due diligence and security measures are followed.

Other:

- Answer incoming calls, monitor relevant email accounts and share information with the appropriate Central Services teams for action
- Coordinate monthly dept meetings including related information
- 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:

- A consultative approach to solving problems
- Planning and organising; schedules activities effectively
- A positive upbeat attitude
- Effective team player
- Role model our values in all aspects of work

We are a values based organisation and strive to demonstrate this in all we do:

With love	We carry out our work with love, care and compassion
Living positively	We are optimistic in everything we do, supporting veterans and their partners in leading happy and fulfilled lives
As a family	We work and live as one team, one family, one community
Standing in their shoes	We show admiration and respect for people and never forget what they have done
Take courage	We are not afraid to do what's right and what is needed

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.

June 2021