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| --- |
| Please complete and return this application form to: |
| **The Monitoring Officer, Concern Worldwide**  **47 Frederick Street, Belfast, BT1 2LW** |
| **OR upload to the relevant job application on** [**www.concern.net/jobs**](http://www.concern.net/jobs) |
| **OR email to** [**ukhrenquiries@concern.net**](mailto:ukhrenquiries@concern.net) |



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| Information pack for candidates for the post of: |
| **SUPPORTER CARE ADMINISTRATOR, Concern Worldwide (UK), Belfast Office.** |

Dear Applicant,

Please find enclosed an application pack for the post of **Supporter Care Administrator**, which contains the following items:

###### Section 1: Background to Concern Worldwide and the post of Supporter Care Administrator

###### Section 2: Job Description

Section 3: Essential and Enhanced Criteria

Section 4: Vacancy Application Form

Section 5: Job Competency Form

Section 6: Monitoring Form

Section 7: Returning your Application

**PLEASE READ THE FOLLOWING INFORMATION CAREFULLY**

1. Your application pack contains information about Concern Worldwide, the job vacancy and the person required. You should read these carefully to ensure that the job and conditions are suitable.

2. You must complete sections 4 and 5 accurately and return them to Concern Worldwide by the date and time indicated below. You are also asked to complete a monitoring form (section 6).

**3. It is your responsibility to ensure that sufficient information is provided to enable a short listing panel to assess your suitability for this post.**

***Please show clearly in your application how you meet the essential and enhanced criteria.***

4. Applications, CVs and attached sheets:

* Applications must be printed out, signed and posted to Concern Worldwide at the above address **OR** fully completed applications can be uploaded to relevant job application on our web site at [**www.concern.net**](http://www.concern.net) **OR** emailed to [**ukhrenquiries@concern.net**](mailto:ukhrenquiries@concern.net)
* **CVs will not be accepted – only applications submitted on this form will be considered.**
* Additional sheets will only be considered where they are continuation sheets of a section of the application form where insufficient room was available to include all the necessary details.

5. It is the responsibility of the applicant to ensure that sections 4, 5 and 6 are completed and returned by **09:00 Friday 13th July 2018. Please note that although the closing date is 13th July 2018, we would like to fill this role as soon as possible, in order to facilitate this, we will invite suitable candidates for interview as and when we receive the applications and consequently may end the recruitment process earlier than the closing date.**

6. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide documentary evidence of their identity for verification and photocopying.

**Thank you for your interest in Concern Worldwide**

Yours sincerely

**Debbie Riddell**

Concern Worldwide, Supporter Care Manager

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| **SECTION 1:** | **BACKGROUND TO CONCERN WORLDWIDE (UK) AND THE POST OF SUPPORTER CARE ADMINISTRATOR** |

**Concern Worldwide**

Concern Worldwide is an international humanitarian organisation specialising in tackling hunger with the most vulnerable people in the world’s poorest places. Working in partnership with local organisations and communities, we combine our expertise with local knowledge to help people develop their own lasting solutions. Our work to fight hunger and poverty around the world falls under five key programme areas: food, income and markets, health, education, HIV and Aids, and emergencies. Last year, we helped almost 24 million people in 26 of the world’s poorest countries.

You can read more about our work at: www.concern.org.uk

**Supporter Care**

In 2017, Concern Worldwide (UK) raised approximately £6.5 million in voluntary donations from supporters across the UK. The Supporter Care team, led by the Supporter Care Manager, plays a vital role in maximising fundraising income by providing excellent standard of supporter care across the UK.

The Supporter Care team is responsible for managing all aspects of voluntary income, including processing, banking, data entry, acknowledging and reconciling all fundraising income. An essential aspect of our voluntary income is regular support by Direct Debit – providing approximately 50% of our voluntary income. This regular income is essential in enabling Concern to plan for future programme development and respond rapidly to emergencies. The Supporter Care team manages all aspects of Direct Debit giving, including setting up new Direct Debits, collecting all UK Direct Debits on a monthly basis and amending Direct Debits as required by supporters.

**Supporter Care Administrator**

The Supporter Care Administrator works within the team to ensure an excellent standard of care is provided to all supporters. This includes data entry, administrative tasks and telephone service, in order to meet and exceed service level agreements with Concern Worldwide.

**This is an exciting time to join Concern Worldwide (UK) as we seek to further improve our delivery of excellent supporter care in order to raise essential funds for our work overseas.**

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| **SECTION 2:** | **JOB DESCRIPTION** |



JOB DESCRIPTION

|  |  |
| --- | --- |
| **Post Title:** | **Supporter Care Administrator – fixed term, 6 months** |
| **Employer:** | Concern Worldwide (UK) |
|  |  |
| **Reports to:** | Supporter Care Manager (UK) |
|  |  |
| **Direct reports:** | None |
|  |  |
| **Liaises with:** | UK Fundraising Staff  Fundraising Systems (ROI) |
|  |  |
| **Based At:** | Concern Worldwide (UK) Belfast office, 47 Frederick Street, Belfast. |
|  |  |
| **Start date** | As soon as possible following appointment |

**Overall Purpose of the job:**

**To support the growth and development of Concern Worldwide by**

* Providing high quality donation processing and data entry to support the Supporter Care team in delivering an excellent standard of supporter care.
* Delivering high quality telephone communication and service answering inbound calls from donors in relation to cash/regular giving and non-financial support
* Comply with specific legal and regulatory requirements relating to Supporter care

**KEY DUTIES**

**Supporter Care and Development**

* To provide excellent service and delivery of supporter care.
* To provide a high standard of communication with supporters through all mediums, working to meet all set Key Performance Indicators (KPI’s).
* To record and respond to all supporter concerns/feedback efficiently and effectively, escalating as appropriate when outside level of knowledge and/or expertise.

**Systems and Processes:**

**Telemarketing:**

* To speak to existing and potential Concern supporters (outbound and inbound calling) using the telemarketing system and scripts.
* To deliver an excellent standard in all telemarketing activities in order to achieve campaign targets and KPI’s.
* To deliver all telemarketing calls in full compliance with Concern's internal procedures and external regulatory requirements.
* To record all required data, accurately and completely, on the Concern database during calls.
* To actively participate in campaign briefings and training to support the delivery of campaign targets, KPI’s and the continual improvement of the team.

**Processing:**

* To process all UK donations within specified time frames, ensuring all activity is carried out in full compliance with Concern’s financial and operational procedures.
* To input and/or import donor/donation data onto the database while maintaining a high standard of data quality in all data processing.
* To produce supporter acknowledgement letters for all donations as required.
* To undertake regular database maintenance and data cleaning procedures to maintain data quality and ensure that the database contains complete, accurate and reliable information.

**General**

* To undertake specific tasks and projects as required.

**CONDITIONS OF APPOINTMENT**

Term: Six month fixed term position.

Salary: Pay Grade 1a £ £17,710 pro rata, Pension scheme is available.

The normal full-time working week is 35 hours.

Generally the Supporter Care Administrator will work 35 hours a week (Mon – Fri) from 9am to 5pm with a one hour break for lunch.

Normal working hours may involve some evening and weekend work to meet the needs of the post.

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| **SECTION 3:** | **ESSENTIAL SHORT-LISTING CRITERIA** |

**Essential** **Short listing Criteria:**

1. Must have at least one year’s experience of working in a busy Supporter Care / Customer Services / Telemarketing Team, displaying the flexibility to respond to a varying workload in a busy office environment
2. Excellent computer, administrative and organisational skills, including data entry and experience of income processing and banking, and competency in a range of software including Microsoft Office

**Enhanced Short listing Criteria**

1. Enhanced criteria will be based on the required level of experience being gained in the voluntary sector, including working knowledge and experience of the UK Gift Aid scheme and UK Data Protection.
2. Commitment to issues affecting the developing world and to the aims and objectives of Concern Worldwide

Concern will short-list only those candidates who appear from the information provided, to meet the essential requirements of this post, and may in some circumstances rely on enhanced criteria for short listing purposes.

Enhanced criteria will be based on those who can the required level of experience being gained in the voluntary sector in Northern Ireland and/or additional years’ experience.

So, for example, if a prohibitively high number of candidates meet the minimum short listing criteria, those who can demonstrate the enhanced criteria only will be shortlisted.

**Please Note:**

It is essential that applicants fully describe in the application form how they meet the experience and qualities sought. It is not appropriate simply to list the various posts that have been held. Assumptions will not be made from the title of posting(s) as to the skills and experience that may or may not have been gained.



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| **SECTION 4:** | **VACANCY APPPLICATION FORM** |

* Please **type** or write clearly in **black ink** in **block capitals**
* All information will be treated in confidence and will be used by Concern Worldwide to assess your suitability for the post
* Candidates will be short listed on the basis of information contained in this application and checklist

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| **Post Applied for:** | **SUPPORTER CARE ADMINISTRATOR, Concern Worldwide (UK), Belfast.** |
| **Reference No:** | **SCA-BEL-18** |
| **Closing Date:** | **13th July 2018** |
| **Where did you see post advertised?** |  |

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| **PERSONAL INFORMATION** | | | |
| **Family Name:** |  | | |
| **Forename(s):** |  | | |
| **Address:** |  | | |
|  | | |
|  | | |
|  | **Postcode:** |  |
| **Day Tel:** |  | | |
| **Evening Tel:** |  | | |
| **Mobile Tel:** |  | | |
| **Email:** |  | | |
| **National Insurance No:** |  | | |
| **Have you ever been convicted of a criminal offence?**  [Exclude convictions which are spent under the  Rehabilitation of Offenders (NI Order 1978)] | | **YES / NO** (Please delete as appropriate) | |

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| **QUALIFICATIONS AND TRAINING** | | |
| **Type of Exam (GCSE, NVQ, A Level, Degree etc.)** | **Subject** | **Grade / Result** |
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[Please attach additional sheet if required]

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| **EMPLOYMENT HISTORY** | | | |
| **Present employer** | | | |
| **Dates of**  **Employment:** | **Name & Address of Employer** | **Job Title and summary of main duties and responsibilities** | **Reasons for leaving** |
| **From:**  **To:** |  |  |  |
| **Current Salary:** |  | **Current Notice Required:** |  |
|  | | | |
| **Previous Employment** | | | |
| **Dates of**  **Employment:** | **Name & Address of Employer** | **Job Title and summary of main duties and responsibilities** | **Reasons for leaving** |
| **From:**  **To:** |  |  |  |
| **From:**  **To:** |  |  |  |

[Please attach additional sheet if required]

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| **REFERENCES** | | | |
| All offers of employment are subject to receipt of satisfactory references. Please provide the names, telephone numbers, addresses and email addresses of two referees, one of whom should be your present or most recent employer/line manager, and one who knows/has known you in a work capacity and can comment on your suitability for this post. | | | |
| **First Referee:** | | **Second Referee:** | |
| **Name:** |  | **Name:** |  |
| **Address:** |  | **Address:** |  |
|  |  |
|  |  |
| **Postcode:** |  | **Postcode:** |  |
| **Tel:** |  | **Tel:** |  |
| **Email:** |  | **Email:** |  |
| **Occupation:** |  | **Occupation:** |  |
| **Relationship**  **to you:** |  | **Relationship**  **to you:** |  |

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| **DECLARATION** | | | |
| I declare that the information on this form and any attachments is correct and complete.  I understand that to withhold, falsify or omit any relevant material fact(s) will lead to disciplinary action, including dismissal in the case of a successful applicant. I authorise the verification of any or all of the information listed on this form and any attachments. | | | |
| **Signature:** |  | **Date:** |  |

***If you are submitting your application online or by email please print your name in the signature box.***

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| **SECTION 5:** | **JOB COMPETENCIES** |

**Short listing Criteria - Job Competencies**

Concern Worldwide (UK) will shortlist for interview only those applicants who appear from the available information to be the most suitable candidates for the post in terms of relevant skills, experience and ability.

It is therefore essential that applicants fully describe how they meet each particular requirement, including relevant timescale/duration (i.e. provide dates), of the Short-listing Criteria and possible Enhanced Short-listing Criteria as provided in Section 3 of this document**.**

To meet the short-listing criteria, applicants must demonstrate experience and competency in the following areas:

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| 1. At least one year’s experience of working in a busy Supporter Care / Customer Services / Telemarketing Team, displaying the flexibility to respond to a varying workload in a busy office environment |
|  |

***(Max 250 words)***

|  |
| --- |
| 1. Excellent computer, administrative and organisational skills, including data entry and experience of income processing and banking, and competency in a range of software including Microsoft Office |
|  |

***(Max 250 words)***

|  |
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| 1. Enhanced criteria will be based on the required level of experience being gained in the voluntary sector, including working knowledge and experience of the UK Gift Aid scheme and UK Data Protection; **And / Or** Commitment to issues affecting the developing world and to the aims and objectives of Concern Worldwide. |
|  |

***(Max 250 words)***

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| **SECTION 6:** | **EQUAL OPPORTUNITY RECRUITMENT MONITORING FORM: SCM-BEL17** |

Concern Worldwide (UK) is committed to promoting equality, diversity and an inclusive and supportive environment for staff and volunteers.

In particular Concern Worldwide will seek to ensure that people are treated equitably regardless of their gender, race, ethnic background, age, disability, socio-economic background, religious or political beliefs and affiliations, marital status, sexual orientation or other inappropriate distinction.

In order to do this, it is necessary to collect information from all employees and job applicants on the key characteristics which relate to equality and diversity in employment. The information collected will be used for monitoring purposes under the terms of the Data Protection Act 1998.

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| **REQUEST FOR INFORMATION** | | | | | | | |
| **Post Applied for:** | **SUPPORTER CARE ADMINISTRATOR, Concern Worldwide (UK), Belfast.** | | | | | | |
| **Date of Birth:** |  | | | **Gender:** | **FEMALE / MALE**  (Please delete as appropriate) | | |
| **Disability:** | **YES / NO** (Please delete as appropriate)  You should declare a disability if you perceive yourself as being at a disadvantage in obtaining, keeping or advancing your employment due to a physical, sensory, intellectual, dietary, communicative, psychiatric, allergic, or any other impairment. | | | | | | |
| **Health:** | Do you have any medical condition that could significantly affect your performance of the duties of the post for which you are applying?  **YES / NO** (Please delete as appropriate) If **YES**, please give details: | | | | | | |
| **Religion:** | **I identify myself as:** (please tick or place an ‘x’ in the box) | | | | | | |
| **Catholic:** |  | **Protestant:** | |  | **Other:** |  |
| **Nationality:**  (Please specify) |  | | | | | | |
| **Ethnicity:** | You are asked to classify yourself in the category, which you feel most nearly describes your origin. If none of the specific groups are suitable please mark the relevant **Other** and **specify your ethnicity**.  **I would consider my ethnic origin as:** (please tick or place an ‘x’ in the box) | | | | | | |
| **Indian:** |  | **Pakistani:** | |  | **Bangladeshi:** |  |
| **Other Asian:** |  | **Caribbean:** | |  | **African:** |  |
| **Chinese:** |  | **White – British:** | |  | **White – Irish:** |  |
| **Other White Background – please specify:** | | | |  | | |
| **Other Ethnic Background – please specify:** | | | |  | | |

***Thank you for your cooperation in completing this form.***

***Concern Worldwide (UK) is an Equal Opportunities Employer.***

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| **SECTION 7:** | **RETURNING YOUR APPLICATION** |

**IF YOU ARE RETURNING YOUR APPLICATION FORM BY POST:**

Please place this Monitoring Form (Section 6) in a separate envelope marked **Monitoring Form** and return with completed Sections 4 and 5 to:

**The Monitoring Officer, Concern Worldwide, 47 Frederick Street, Belfast, BT1 2LW**

This Monitoring Form (Section 6) will be kept separate from Sections 4 and 5 and kept confidential. It will only be used for monitoring purposes and will not be used or seen by the short-listing or interview panel.

**IF YOU ARE RETURNING YOUR APPLICATION FORM VIA OUR WEB SITE OR BY EMAIL:**

**NB** Please return **ALL** pages as one document.

If you are returning your application via our web site, please upload your complete application document to the relevant job application at [www.concern.net](http://www.concern.net). If you are returning your application by email please send your complete application document to [ukhrenquiries@concern.net](mailto:ukhrenquiries@concern.net). This Monitoring Form (Section 6) will be detached from Sections 4 and 5 and kept confidential. It will only be used for monitoring purposes and will not be used or seen by the short-listing or interview panel.

**ALL APPLICATIONS MUST BE RECEIVED BY 09.00am MONDAY 13th July 2018**

* **Late applications will not be considered**
* **Applications that are not fully completed will not be considered**
* **CVs will not be considered**
* **Please note that although the closing date is 13th July, we would like to fill this role as soon as possible, in order to facilitate this, we will invite suitable candidates for interview as and when we receive the applications and consequently may end the recruitment process earlier than the closing date.**

**If you have any queries about anything in this information pack please contact:**

**Debbie Riddell**

**Concern Worldwide**

**47 Frederick Street**

**Belfast**

**BT1 2LW**

**Telephone: 028 9033 1100**