Supporter Care Administrator Role Profile (based in our Belfast office)

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | Belfast | **Department** | Fundraising & Supporter Engagement |
| **Reports to *(Job Title)*** | Supporter Care Lead  | **Salary Band** |  G £24,648 |
| **Matrix manager (if applicable)** | Click here to enter text. | [**Competency level**](https://christianaid.sharepoint.com/teams/hr/HRteam/_layouts/15/WopiFrame.aspx?sourcedoc=%7B534B1E8B-C29D-48EE-B78D-085B7B352509%7D&file=Christian%20Aid%20Competency%20Framework.docx&action=default&IsList=1&ListId=%7BA10E9630-B9D4-4AA2-86E9-19B5221A13E9%7D&ListItemId=2915) | 1 |
| **Role definition** |  |  |  |
| ***Are you a confident communicator, with excellent attention to detail and a passion for great customer service? If so, the role of Supporter Care Administrator may be for you!***Reporting to the Supporter Care Lead, the Supporter Care Administrator will be a key member of the Supporter Care sub-team, within the Fundraising & Supporter Engagement (FASE) Team. The Supporter Care Administrator will be responsible for the effective and efficient delivery of the Supporter Care function for the Belfast office of Christian Aid Irelandand responsible for managing all aspects of voluntary income, including processing, banking, data entry, acknowledging and reconciling all fundraising income, providing backend support for all fundraising campaigns and appeals as well as providing excellent donor care. **Key outcomes*** Christian Aid supporters (volunteers, churches and individuals) receive an excellent level of customer service and are responded to by letter, email or telephone in the relevant timeframes laid out in the agreed targets.
* Donations are recorded and thanked promptly and professionally.
* All supporters’ details (volunteers, churches and individuals) and wishes are accurately recorded and maintained on Christian Aid’s supporter database in accordance with GDPR.
* Excellent working relationships with the FASE team, ensuring they are supported and assisted on administrative tasks when required, including dispatching resources, setting up meetings and sending out mailings.
* Excellent working relationships with the relevant teams in CAUK to ensure that any CRM or Financial developments in relation to income processing are implemented in CAI
* Excellent working relations with the finance department to ensure all supporter care processes are compliant and meet with the finance processing requirements

**Role agility****Expected national travel** Occasional travel **On call/unsocial hours** Yes,**per annum** in event of Christian Aidresponse to humanitarian**Expected international** No emergency.**travel per annum** **Surge capacity for emergency responses**In order to respond to ever changing demands within the environment, Christian Aid operates within an agile framework (both in workforce and operational) that requires from all employees, a high level of responsiveness and adaptiveness to processes and structures making flexibility and a project based working approach the norm. To sustain this system, managers may/will agree further details of specific tasks and duties as part of the performance agreement. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility, and employees may be required tochange the focus of their role from time to time. |
|  |
| **Role context** |
| ***Based full time in the Belfast office***, this role reports to the Supporter Care Lead, works alongside a Supporter Care Admin counterpart based in our Dublin office, and sits within the Fundraising and Supporter Engagement Team (FASE) which is made up of 15 people across Northern Ireland and the Republic of Ireland. There are close links to the Finance Department to ensure compliance and reduce risk. The role will deliver on the following areas of supporter care: responding to supporter enquiries, face to face, on the phone or via written communication, in letter or email, the processing of all online and offline donations, ensuring they are recorded accurately on the CAI supporter database in accordance with new procedures and that an excellent level of service is provided to Christian Aid’s supporters.  |
|  |
| **Role requirements** |
| **Relationships** **External**: Supporters and volunteers **Internal:** Colleagues in Fundraising and Supporter Engagement and Finance team, Christian Aid colleagues in London who have a responsibility for income processing and CRM. |
|  **Main Duties & Responsibilities**:1. To provide first line answering of the external telephone lines for the FASE team and to provide excellent supporter care including the resolution of donation related queries (including positive feedback and complaints) and ensuring all such interactions are appropriately recorded.
2. To confidently communicate with supporters on the impact of their donations including the benefits of regular giving, Gift Aid / Tax Efficient Giving, promoting the benefits of communicating by both e-mail and telephone.
3. To meet and greet all visitors to the Christian Aid Ireland office in Belfast.
4. Open post in accordance with the Supporter Care processes and procedures and to input and/or import donor/donation data onto the database while maintaining a high standard of data quality in all data processing.
5. To produce supporter acknowledgement letters for all donations as required.
6. To ensure all activity is carried out in full compliance with Christian Aid Ireland financial policies.
7. To undertake regular database maintenance and data cleaning procedures to maintain data quality and ensure that the database contains complete, accurate and reliable information.
8. Helping the wider team with administrative support in the run-up to events, ensuring excellent organisation and a positive experience for those attending.
9. Supporting the wider team with calling volunteers, churches and individual supporters, to build new and nurture existing relationships, increasing engagement with campaigns and resources and building long term support.
10. To undertake specific tasks and projects as required.
 |
| **Developing self and others** **Number of Direct reports:**  None **Overall people management responsibility:** No  |
| **Role related checks****DBS clearance** Not required **Counter terrorism screening** Not required |

|  |
| --- |
| **Person specification** |
| **Applied skills/knowledge and expertise** **ESSENTIAL** * Proven experience of working in a Customer Services/Supporter Care role.
* Excellent computer, administrative and organisational skills, including data entry.
* Experience of income processing, banking and cash handling.
* Competency in a range of software including Microsoft Office and a Customer Relationship Management system.
* Excellent and accurate data entry skills to ensure data integrity and quality on the fundraising database.
* Excellent telephone, communication, and interpersonal skills.
* Ability to work in different environments with a wide range of people and profiles.
* Ability to manage and prioritise multiple pieces of work, operate under pressure to deliver good results within deadlines when faced with challenges.
* Able to attend meetings at regional and national levels including occasional overnight stays as required.
* Access to a car.

**DESIRABLE*** Previous experience and understanding of Microsoft Dynamics database
* Experience of working within an international development charity
* Knowledge of the charity sector across Ireland
* Commitment to issues affecting the developing world
* A commitment to the aims and objectives of Christian Aid Ireland
* Experience of both inbound and outbound calling.
 |
| **Digital/IT competencies required**

|  |  |  |  |
| --- | --- | --- | --- |
| **Word, Excel, PowerPoint**  | Intermediate | **Web content design & development** | N/A |
| **Internet based collaboration tools and video calling** | Intermediate | **Social Media/Google** | Basic |
| **Data Visualisation** | Basic |  |  |

 |
| **DATE CREATED** | 22/08/2024 |
| **DATE REVIEWED** |  22/08/2024 |