



## Supporter Relations Officer - Job Profile

<b>Basic Details</b>	
<b>Job Title:</b> Supporter Relations Officer	<b>Date:</b> September 2021
<b>Department:</b> Supporter Relations	<b>Reports to:</b> Supporter Relations & Database Manager
<b>Name of Employer:</b> CARE	<b>Location:</b> Westminster
<b>Purpose of Job:</b>	
<p>To provide a responsive and administratively efficient service for CARE's supporters, staff and external contacts. To facilitate CARE's ministry by managing and proactively developing CARE's supporter database.</p>	
<b>Key Accountabilities:</b>	
<ul style="list-style-type: none"> <li>▪ Undertaking all aspects of the receipt, batching, checking, and banking of donations to CARE from individuals, churches, trusts and organisations by cash, cheque, credit card and charity voucher.</li> <li>▪ Updating the CRM database with personal and financial data.</li> <li>▪ Undertaking all aspects of the thanking procedures for donations including mail-merging of letters and response logging on the database records.</li> <li>▪ Under the guidance of the Supporter Relations Manager, issuing ad-hoc non-standard letters in response to supporter communications and legacy notifications.</li> <li>▪ Ensuring that supporter details and contact histories are updated on the CRM database.</li> <li>▪ Managing the post &amp; postal equipment: distributing incoming post and preparing the dispatch of outgoing post and deliveries.</li> <li>▪ Taking responsibility for the opening and accurate logging of the incoming post for the Supporter Relations Team.</li> <li>▪ Receiving and taking responsibility for dealing with incoming telephone calls directing callers to the appropriate department or individual in an appropriate and effective manner.</li> <li>▪ Receiving visitors to the CARE office, making them welcome &amp; completing the visitors in/out log.</li> <li>▪ Managing the reception &amp; general office areas, including monitoring &amp; servicing CARE's 'general' e-mail accounts, meeting room bookings.</li> <li>▪ Managing the provision of CARE resources to supporters and taking occasional physical stock take of CARE literature and checking it against the computer record.</li> <li>▪ Any other ad hoc tasks as required to the Supporter Relations Manager and Senior Management.</li> </ul>	

## Supporter Relations Officer - Person Specification

<b>Requirements of the job</b>	
<b>Knowledge</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Experience of dealing with customers/clients</li> <li>▪ Familiarity with CARE and its ethos</li> <li>▪ Familiarity with Microsoft Office applications</li> <li>▪ Experience of dealing with customers/clients</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Customer service and complaints handling experience</li> <li>▪ Experience of working within a charity and more specifically donations processing.</li> <li>▪ Experience of working in an office environment</li> <li>▪ Experience of donation processing</li> </ul>
<b>Skills</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Excellent communication skills</li> <li>▪ Excellent telephone manner</li> <li>▪ Self-starter with ability to work with minimum supervision</li> <li>▪ Ability to prioritise multiple demands</li> <li>▪ Numerate, good attention to detail, able to identify and correct errors</li> <li>▪ Able to deal with confidential data and demonstrate discretion</li> <li>▪ Able to keep paperwork up to date</li> </ul>
<b>Disposition</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ A positive 'can-do' attitude</li> <li>▪ Enjoys working in a team</li> <li>▪ Can keep calm and optimistic in busy periods</li> <li>▪ Proactive in spotting trends and highlighting opportunities for development</li> <li>▪ Can handle and implement change, take on board constructive criticism and is respecting of authority</li> <li>▪ Confident in communicating with a variety of people;</li> <li>▪ Inspired by the work of CARE, supportive of and in full agreement with CARE's Statement of Faith</li> <li>▪ Willingness to help, when necessary, with practical tasks outside the normal duties</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Willingness to take part in and lead spiritual activity such as contribution to Bible study and staff prayers</li> </ul>