

Job Description

Job title: Supporter Engagement Administrator

Reports to: Supporter Engagement Manager

1. Main purpose of job

The Supporter Engagement Team is the first point of contact for all our supporters. You will be responsible for delivering excellent customer service, ensuring that all supporters are engaged with and receive exceptional supporter care, are encouraged to support us further, information is captured, income is processed, thanked and banked in the best way possible and supporters are stewarded effectively. You will continually identify ways to improve processes and procedures to ensure all our donors and supporters have a great experience supporting EAAA.

2. Main duties/responsibilities

- Ensure that all supporters receive the highest standard of customer service and that all EAAA fundraising income (these include donations that come via post, online, telephone, lottery, raffle, regular giving, cash acquisition and donations via merchandise) are processed, thanked and banked in a timely manner.
- Work with the Supporter Engagement Manager and the wider fundraising team to deliver supporter journeys, making recommendations for improvement and changes.
- Be responsible for dealing with all telephone, email, and postal enquiries from EAAA supporters, fulfil requests for materials from supporters in line with the supporter journeys, and respond to enquires generated by our supporter magazine, Lift Off.
- Be proactive in identifying and referring key supporters to other departments, as part of an agreed referral process passing details of supporter feedback and following up on referrals to ensure the supporter is moving on the right journey with us.
- Be responsible for accurately updating the supporter database with all supporters' details including; contact information, Gift Aid declarations and preferences provided by supporters via the website, email, post, and information provided by other staff. Respond to supporter enquiries about their data, preferences and other queries (referring to others as necessary).
- Be a first point of contact for enquires and help with the administration for First Aid training including, taking bookings for Basic Life Support, 1 Day and 3 Day First Aid at Work training sessions.

- Ensure best practice is followed, comply with all current legislation and internal policies in relation to communicating with supporters and data protection/GDPR, Gift Aid processing and ensure all activity is carried out in a safe, legal and compliant way.
- Fulfil supporter experience administration duties for all fundraising teams, including coordinating mail outs/invitations, fulfilment of materials and assist the running of base visits on the day.
- Importing and merging data from the Membership Team and online giving platforms when necessary.
- Our volunteers are our greatest supporters, you will support the volunteer team by updating volunteer records and ensuring all paperwork is completed, issuing volunteer badges and materials and processing volunteer returns.
- Log and handle complaints using the Datix system; liaising with the complainant and others to achieve a resolution.
- Support the Membership Team activity by liaising with the Membership Coordinators and managing enquiries from supporters including resolving lottery queries, updating the lottery database, and liaising with the raffle supplier (e.g. to resolve a query).
- Respond, resolve and (if required) fulfil any customer order queries (e.g. via the website) of EAAA merchandise stock, including arranging bulk dispatch where needed.
- To attend and contribute to regular meetings with other team members and any additional meetings as required.
- To proactively report progress against targets and KPIs as required by the Supporter Engagement Manager. To make recommendations and take action for any activity that is under or over performing in a timely manner.
- To provide support to the wider fundraising team by attending key events especially where you have been stewarding the participants and to represent EAAA at cheque presentations and/or networking events where appropriate.
- Provide reports or information for Finance and other departments as required, specifically identifying unreconciled income.

3. General duties/responsibilities

- All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.
- Actively promote the Charity's commitment to equality and diversity by treating everyone with dignity and respect.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.
- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Uphold and demonstrate the Charity's values (respectability, accountability, integrity, support, evolution).
- Ensuring personal actions do not damage the reputation of the charity, e.g. social media/behaviour.
- Reporting incidents via the Datix system as part of an open and fair culture
- Undertaking any activity as deemed appropriate by the charity and in line with skills, experience and knowledge.

Person specification

Education and qualifications	
Essential	Desirable
High level of English – spoken and written	English GCSE or equivalent
Competent numeracy	Maths GCSE or equivalent, or other relevant qualification
Experience	
Essential	Desirable
Relevant experience working in a supporter care, call centre or customer service environment.	Knowledge of using Microsoft Dynamics
Experience of using Microsoft Office.	Understanding of Data Protection basics
Recent experience of using a CRM database.	Experience of working in a fundraising or charity environment.
Knowledge and skills	
Essential	Desirable
Ability to work under own initiative and as part of a team.	Full UK driving licence
Good interpersonal skills: able to respond to requests from colleagues in a friendly and helpful manner.	
Ability to meet deadlines and work under pressure, prioritising and managing a varied workload.	
Excellent attention to detail and accuracy.	
Good written and verbal communication skills.	
Ability to maintain strict confidentiality when dealing with personal information.	