

The Opportunity – Supporter Care and Fundraising Assistant

Reports to:
Director of Fundraising and Communications
Salary:
£18,000 - £21,000 dependant on experience
Status:
Full time, 40 Hours per week
Location:
Hamworthy Barracks

Job Summary: Supporting the Fundraising Directors, your role will be to provide the best possible care to our Supporters. You will need excellent written and verbal communication skills, the ability to build and sustain good relationships internally and externally, good attention to detail, and computer literacy. Your role will be a new position at The Association and will require you to be self-motivated with a desire to develop yourself as we shape this stewardship programme together.

Job Specification
<ul style="list-style-type: none">• Deliver excellent 'customer care' to anyone getting in touch.• Manage supporter queries and proactively communicate with supporters allocated to you in a manner that enhances The Association's reputation, encourages additional support and secures ongoing commitment.• Ensure that donations and offers of other support are appropriately recorded, responded to and thanked, promptly and efficiently.• Assist in researching and developing our knowledge of our current and potential supporters, and how we can maximise our relationships with them.• Occasionally work unsociable hours, for example attending evening or weekend meetings or travel outside our 'area' (TOIL is available).• Coordinate requests for The Association attendees at events, arrange travel, refreshments and hotels and prepare resources required.• Ensure the information in our database is accurate and complete to the best of our ability.• Undertake a range of general administrative tasks, as required, commensurate with your skills and experience and the demands on the charity.• Cover for the PA to the CEO during absence

Qualifications, Skills and Knowledge

Essential

- Excellent customer service and communication skills with the ability to positively communicate with supporters on the telephone, via email, and in writing.
- Experience of building effective relationships with key stakeholders, and the ability to enthuse and motivate others.
- Experience of delivering high quality customer or supporter care.
- Computer literate with good experience in Microsoft Word, Excel and Outlook.
- Experience of organising time well and balancing multiple priorities and demands.

Desirable

- An understanding of the legislation, regulation and codes of practice relevant to charity fundraising.
- Fundraising experience in a UK charity
- Knowledge of supporter care approaches and techniques.
- Valid full UK driving licence and use of own vehicle
- An understanding of HM Forces and the Services environment

The ideal candidate

- Passionate and driven to make a positive impact in people's lives
- A demonstrable grasp of providing excellent supporter/customer service
- Excellent attention to detail and accuracy, ensuring work fully meets the brief, incorporating all necessary elements and is error free
- Always learning: a self-starter, motivated, eager to learn and committed to own development
- Enthusiastic to work in a fast moving, but very ambitious environment
- Team oriented but takes individual responsibility
- Resourceful and embraces challenge and change
- The discipline to work independently
- Content to work flexibly to meet the Charity's needs

Terms and Conditions

- Location: Poole, with occasional travel to other Regions
- Salary: £18,000 - £21,000 dependant on experience
- Hours of work: 40 hrs per week, to include evenings and weekends as required
- Annual Leave: 25 days
- Probationary Period: 3 months
- Pension: Available after probationary period

How to apply

We would like to take this opportunity to thank you for your interest in the Charity.

We know that applying for a job is a two-way process. You will want to find out about the charity as an organisation just as much as we want to find out about the skills, knowledge and abilities that you could bring to the post.

For further information about us please contact Diane Platt at diane.platt@association1664.com

Your Application

In the first instance please submit your CV and a covering letter of no more than 2 sides of A4 to: Diane Platt at diane.platt@association1664.com

Closing Date: 27th April 2021

Interview date: We will be interviewing as we receive applications

Start date: TBC