**Job Description**

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| **Job Title:** | **Supporter Relations Administrator** |
| **Department:** | **Supporter Relations Team** |
| **Reporting to:** | **Supporter Relations Manager** |
| **Responsible for:** | **N/A** |
| **Grade:** | **7a** |
| **Context and Scope:**  Bransby Horses was founded in 1968 by Mr. Peter Hunt, whose lifelong passion for horse welfare continues as the charity works flexibly to meet the growing demands on horse welfare charities. Working together our shared mission is to create positive impacts on the lives of horses, ponies, donkeys and mules.  As a charity, we predominantly rely on voluntary income generated through our fundraising work and the trusted relationships we have with our supporters. The way in which we engage with them is extremely important as their support ensures that we continue with our vital equine welfare work. | |
| **Main Purpose:**  To be the first point of contact at the charity, delivering an excellent level of customer service to our supporters, ensuring that our communications with them nurtures long-term trusted relationships.  To accurately process all income and communications from our supporters on a timely basis, capturing all data onto the charity’s CRM to ensure that we can maximise income from gift aid and use the data we record to communicate relevant information with our supporters. | |
| **Summary of Main Duties:**  **Daily Tasks:**   * To answer phone calls and deal with all in-coming enquiries, ensuring that your communication exchanges are engaging and that you take every opportunity to develop good supporter relationships. * Be responsible for the accurate and timely processing of income from all supporters onto the charity’s CRM (donations, mail order purchases and lottery). * To run cashing up, end of day and other reports as required through the CRM. * Responsible for the timely processing of orders from the gift catalogue, received via post, telephone, email and website. * Liaise with the relevant team to ensure up to date knowledge of stock levels when processing orders for mail order. * To provide support with mail order fulfilment as required to ensure an excellent service is provided to our supporters throughout their experience with us. * To be responsible for the processing of donations etc through any other direct mail or digital campaigns. * Supporting in the accurate inputting of all monthly payments for all schemes and regular giving. * Process appropriate thank you letters/cards/phone calls on a timely basis. * To ensure the daily outgoing post is collated and collected by postal services. * To accurately process monthly online payments for Standing Orders and Direct Debits and reconciling these against the organisations bank statements. To highlight and then resolve any data discrepancies. * On a monthly basis to ensure that Just Giving, Amazon Smile, Easy Fundraising and any other online incomes are up to date and accurately imported into the CRM. * Responsible for accurate gift aid administration including data input and checking to ensure that accurate and timely gift aid claims can be made to maximise income. * Responsible for providing administration support for booking of events. * To provide administrative support across the department.   **Data Integrity:**   * Ensure that all supporter data is managed in line with the Data Protection Act, the General Data Protection Regulations, Fundraising Preference Service, Data Protection and the Fundraising Regulator and Charity Commission Guidance. * To ensure all supporter CRM records are well-maintained and up to date with any information you have received or are working on. * To take every opportunity when speaking to supporters to obtain accurate information from them and input this on the CRM, this helping to ensure that supporter records are maintained to a high standard. * Carry out spot checks on supporter records to ensure supporter data is accurate and uptodate.   **Compliance to Policy & Procedure**   * Observe and be accountable for your own health and safety as well as others on site as per our Health and Safety Policy and Procedures. * To ensure that any advice or guidance provided is in line with the Bransby Horses professional advice and guidelines. * Complete all accessible training and CPD relevant to your role. * It may be necessary to undertake other duties or work in other departments to fulfil the objectives of the charity or during busy periods. * To keep confidential data secure and only process data as per the GDPR regulations and as per our Data Protection Policy. * Develop relationships with other departments as required and work together for the benefit of the charity. * To promote Bransby Horses and its work to all visitors and members of the public and ensure an efficient service in line with the Bransby Behaviours. | |
| **This is not an exhaustive list of all the duties that may need to be undertaken.**  **It may be necessary to undertake other duties to fulfil the objectives of the charity.** | |

**Person Specification**

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| **Education & Qualifications:** | * Educated to GCSE level or equivalent * Other relevant qualification is desirable |
| **Experience & Knowledge:** | * Experience of working within an office environment * Experience of accurate data inputting * Experience of online giving administration * Experience of working in a charity would be desirable |
| **Skills & Competencies:** | * Be effective in both verbal and written communications and can communicate confidently at all levels of authority within the charity * High levels of attention to detail * High levels of accurate data inputting * Financial reconciliation * A good level of IT skills including the accounts and CRM packages * Excellent customer service skills * Good organisation, problem solving and multi-tasking skills |
| **Personal Attributes:** | * Positive, professional and enthusiastic * Responsive and resilient * Able to work effectively on your own or as a part of a team * Willingness to learn, develop skills and to adapt to various situations * Commitment to the charity’s purpose * Discreet when dealing with confidential or sensitive matters * Able to promote a professional image of the charity at all times |
| **Other:** | * Flexibility to work out of contracted hours on occasions. Due to the nature of our work some bank holiday, evening and weekend working may be required * This role involves some physical activity and/or bending and lifting. The person carrying out this role must therefore be physically fit to enable them to perform their job effectively |