

<b>JOB TITLE:</b>	Supporter Care Administrator
<b>RESPONSIBLE TO:</b>	Supporter Care Team Leader
<b>SALARY:</b>	£22,838 FTE
<b>LOCATION:</b>	Swanscombe, DA10 0AB
<b>HOURS:</b>	Full-time – 37.5 hours per week (part-time hours and condensed hours can be considered) Ad hoc requirement to work evenings and weekends as necessary, with time off in lieu.

#### Main duties and responsibilities:

1. Efficiently process all types of donations (cash, cheques, credit cards, Direct Debits, and vouchers) on Donorflex database within SLA requirements.
2. Assist in monthly reconciliation of fundraising database income with management accounts and bank statements.
3. Import standing orders, Direct Debit payments, and event sign-ups onto the fundraising database.
4. Accurately and promptly log supporter details onto the database.
5. Maintain precise records of community, corporate, and event fundraising activities on the database.
6. Batch and bank donations accurately and promptly onto the database.
7. Keep the database current by recording changes in supporter information and financial details.
8. Collaborate with the Fundraising and Finance Departments to ensure correct income coding and database usage.
9. Validate, record, and process Gift Aid declarations following protocols.

#### Fundraiser Support:

1. Maintain up-to-date supporter records and send personalised gratitude communication promptly and warmly.
2. Ensure 95% of thank you letters are dispatched to supporters within 5 working days.
3. Proactively engage with both active and lapsed supporters via phone, email, and post to bolster **ellenor's** mission, enhance income, and minimise attrition.
4. Handle inquiries from **ellenor's** service users and direct them to appropriate teams as necessary.
5. Compose thank you letters and other correspondence when required.
6. Assist supporters in event registration via phone and website and provide booking confirmation details.

7. Manage incoming mail, process income, send thank you letters, and distribute them to relevant teams professionally and promptly.
8. Identify opportunities to enrich the supporter experience through communication.
9. Reach out to active and lapsed supporters to confirm Gift Aid status, further **ellenor's** goals, increase income, and decrease attrition.

#### Lottery and Raffle Admin:

1. Accurately input data into the database.
2. Support the daily operations of the lottery program.
3. Handle incoming calls regarding the lottery, ensuring necessary updates are communicated to relevant departments.
4. Conduct the weekly lottery draw on rotation, typically on Fridays.
5. Complete end-of-week procedures promptly to facilitate the progress of the weekly draw.
6. Manage day-to-day correspondence, including downloading standing orders and direct debits, and ensure balance according to lottery guidelines.
7. Ensure all tasks comply with the Gambling Act 2005.
8. Manage processing and banking of responses to **ellenor** raffles, ensuring timely completion of all administrative tasks for the draw.

#### General Responsibilities:

1. Adhere to the Institute of Fundraising Code and relevant policies consistently.
2. Complete mandatory training and engage in continuous learning and development.
3. Maintain confidentiality of all acquired information, respecting privacy of supporters, patients, staff, and volunteers.
4. Participate in annual appraisals and self-development to enhance knowledge and competencies.
5. Guide and support volunteers in your area, providing regular feedback on their performance as requested.
6. Stay updated on current policies and procedures, ensuring adherence.
7. Embrace new technology and methods of working, striving for high IT literacy.
8. Actively promote **ellenor's** aims and values.
9. Adhere to guidelines outlined in the staff handbook and relevant policies.
10. Stay informed about key trends, best practices, and fundraising laws.
11. Undertake any additional duties as reasonably requested.

Personal Specification  
Supporter Care Administrator

	Essential	Desirable
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> <li>• Proficient written English capable of responding to support emails and writing thank you letters.</li> <li>• Technical proficiency in database usage, data processing, and accuracy.</li> <li>• Excellent attention to detail and exceptional IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced knowledge of Microsoft Excel, including formulas and functions.</li> <li>• Clear understanding of Gift Aid &amp; GDPR.</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>• Experience of data entry and advanced proficiency in Excel and Microsoft packages.</li> <li>• Demonstratable experience of delivering excellent supporter care/customer service within a similar role.</li> <li>• Office and administration experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within the charity sector, financial administration, and ensuring data accuracy and integrity.</li> <li>• Experience with data importation and system/procedure creation for organisational improvement.</li> <li>• Experience of handling customer/supporter phone calls.</li> </ul>
PERSONALITY AND DISPOSITION	<ul style="list-style-type: none"> <li>• Goal-oriented with a proactive approach to teamwork, working independently and with initiative.</li> <li>• Quick learner with the ability to work well under pressure, ensuring deadlines and SLAs are met.</li> <li>• Confident communicator able to handle incoming supporter enquiries through phone, email and mail with a caring and professional attitude.</li> </ul>	