

Personal Specification Supporter Care Officer
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	Essential	Desirable	Application/ Interview
EXPERIENCE			
Experience in customer service, supporter care or administrative role with the ability to communicate clearly, and effectively showing empathy and taking a proactive approach to problem solving for supporters.	X		
Accurate entry of data	X		
Experience of using email marketing platforms like Mail Chimp or Mailjet		X	
Experience of working with a CRM system		X	
Experience of working in the third sector		X	
Experience of working in a small team		X	
KNOWLEDGE AND SKILLS			
Excellent IT skills and confident users of Microsoft products such as Excel, Word.	X		
A friendly and approachable telephone manner.	X		
An understanding of GDPR and The Data Protection Act.		X	
An understanding of Gift Aid		X	
PERSONALITY AND DISPOSITION			
Excellent written and verbal communication skills.	X		
Can follow processes confidently and accurately.	X		
An enthusiastic and flexible approach to work.	X		
Excellent interpersonal skills including the ability to build and maintain strong relationships with colleagues, supporters, customers, visitors and suppliers.	X		

Ability to multi-task and prioritise workload in a fast-paced environment.	X		
Excellent organisational skills including an ability to prioritise and manage multiple tasks and meet SLAs.	X		