

Friends of the Earth – Job Description

Job title	Supporter Relations Assistant (Donation Processing)
Reporting to	Fulfilment Coordinator
Team	Supporter Relations Team
Career stage	F
Contract type	Permanent
Location	London
Line management	N/A

Purpose of role

To support the Supporter Relations and Fulfilment Team in processing donations from supporters ensuring a seamless banking and thanking experience so all supporter's payments details are confirmed and thanked in a consistent and timely manner. This role will also act as Friends of the Earth's first point of contact for donation enquiries from supporters and the public by telephone, post, and email.

Key responsibilities and tasks

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- Provide an excellent Supporter Care experience to donors via multiple channels in relation to their donations.
- Processing, banking and thanking of supporter donations: - administration of regular giving income, gift aid, direct debits, standing orders, phone donations, cheques and credit card donations.
- Working closely with the Finance team to ensure donations are claimed and reconciled promptly.
- Banking cheque and cash donations using our CRM system and paying in slips.
- Responsible for incoming post opening and ensuring security procedures are adhered to.
- Support Supporter Care financial admin – queries regarding giving and regular gift administration on our CRM.
- Ensure that supporter's records are kept up to date with appropriate information
- Work with colleagues to identify and address improvements to efficiency, service and the supporter experience.
- Maintain a good knowledge of Friends of the Earth's work and an excellent knowledge of Friends of the Earth's campaigns, initiatives, products and services to give excellent advice to supporters and colleagues.

Person specification (assessed at shortlisting stage)
Essential

- Good knowledge of banking processes including cheque and credit card processing, Direct Debit and Standing Order administration.
- Experience of working with a CRM system
- Experience of thanking payments/donations via paper or email.
- A commitment to the provision of quality services and excellent customer care
- Good written, listening and verbal communication skills that engender confidence from supporters and people across the organisation
- Good time management and organisational skills
- Excellent interpersonal and team working skills
- Accuracy, consistency, attention to detail and speed of activity
- A good standard of computer literacy and the ability to learn new software packages

Desirable

- Experience of delivering excellent customer service in a campaigning context or in an NGO environment.
- Knowledge of fundraising activity in a charity context via mail, phone, email, web and paid social.

Date approved	August 2019
Date reviewed	August 2019

This job description is current as at the date shown above. In consultation with the post-holder it is liable to variation by the Director to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The day to day role will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.