

## Friends of the Earth – Job Description

<b>Job title</b>	<b>Supporter Relations Assistant</b>
<b>Reporting to</b>	<b>Supporter Relations coordinator</b>
<b>Team</b>	Supporter Relations
<b>Career stage</b>	F
<b>Line management</b>	N/A

### **Purpose of the role**

To deliver excellent Supporter Care, provide general admin support to both Supporter Relations and Finance Team including processing donations, ensuring a seamless banking and thanking experience and responding to enquiries in a consistent and timely manner.

This role will also act as Friends of the Earth’s first point of contact for enquiries from supporters and the public by telephone, post, email and social media.

### **Key responsibilities and tasks**

- Provide an excellent Supporter Care experience to supporters via multiple channels in relation to their donations and campaign enquiries through multiple inbound & outbound channels (including telephone, post, email, social media)
- Route enquiries to the most appropriate individual/team within Friends of the Earth.
- Identify and escalate priority issues.
- Follow up supporter enquiries where necessary.
- Ensure that supporter’s records are kept up to date with appropriate information via data processing – responsible for accurately coding, processing income, data input and thanking.
- Support Supporter Care financial admin – including queries regarding giving and regular gift administration on our CRM.
- 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, Facebook income, Payroll Giving, plus other income streams. 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.

***You will also need to be aware of and follow Friends of the Earth policies and procedures, with particular attention to safeguarding, equality, diversity & inclusion, and our values.***

### **Person specification**

#### **Essential:**

- Experience in a call centre or customer service environment
- Experience in relevant CRM databases and communications technology to enhance and streamline supporter engagement.
- Experience and in-depth knowledge of Gift Aid, Regular Giving and other donation methods.
- Understanding of multi-platform fundraising and experience of thanking via different channels.
- Good organisational skills including demonstrable ability to coordinate and prioritise workloads to meet deadlines.
- Good written, listening and verbal communication skills that engender confidence from

supporters and people across the organisation.

- Numeric, written and verbal skills required to understand instructions, analyse data, and communicate with colleagues or external contacts, as required.
- Experience of using spreadsheets, word-processing applications, e-mail, or ability to require relevant skills with in-house training.
- Excellent interpersonal and teamwork skills
- Accuracy, consistency, attention to detail and speed of activity
- Ability to be proactive and reactive to effective problem solving.

**Desirable:**

- An understanding of the work that Friends of the Earth does and its goals.
- Experience in a call centre or customer service environment
- 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.
- Experience of either working in a Finance Team or closely with one.

<b>Date approved</b>	
<b>Date reviewed</b>	

*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.*