

Friends of the Earth – Job Description

Job title	Supporter Relations Assistant (<i>Fulfilment</i>)
Reporting to	Fulfilment Coordinator
Team	Supporter Relations
Career stage	Grade F
Contract	<i>Permanent</i>
Location	London
Line management	N/A

Purpose of the role

This is an exciting opportunity to use your customer service skills, communication abilities, and passion for environmental issues to make a real difference.

You will support the Fulfilment Coordinator in providing efficient and effective fulfilment and in-house administration of supporter-facing initiatives across Friends of the Earth. And assist the Income Processing team in supporter data maintenance and monitoring of daily automated data processes.

As a Supporter Relations Assistant, you'll also support the team as the first point of contact for our donors and the public, handling queries via email, social media, phone and post. You'll respond to enquiries, process donations, update supporter records, and answer questions about our campaigns — always ensuring that replies are personal, consistent, and timely.

You'll also play a key role in managing maintaining GDPR-compliant communication preferences and ensure a positive experience for everyone who engages with Friends of the Earth. Whether handling queries, feedback, or complaints, you'll approach every interaction with empathy and professionalism, strengthening our relationship with supporters who share our vision for a better planet.

Key responsibilities and tasks

Supporter Experience

- Provide excellent supporter care across multiple channels, including phone, email, post, and social media, responding to donation queries and general enquiries.
- Action the production and fulfilment of regular mailings (e.g. thank you letters and emails) and compliant financial documents (e.g. confirmation of Direct Debits).
- 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.
- Assist in the daily moderation of our email casework and across Facebook, Instagram, YouTube, X, TikTok and LinkedIn while remaining calm and respectful when encountering different points of view.

- Participate in a daily phone rota (10 am – 3:30 pm), handling supporter queries and transferring calls to the enquiries executives when appropriate.

Problem Solving

- Investigate complaints and complex queries, ensuring timely and satisfactory resolutions.
- Identify trends in our casework and social media moderating and escalate priority issues to your team.
- Maintain a professional and positive communication style when handling difficult conversations, including addressing climate and environmental misinformation.
- Flag potential issues or problematic users and escalate any concerns to the social media team.
- Analyse, report and resolve faulty supporter data (e.g. incorrectly formatted files, missing fields etc.) to ensure efficient operation of processes.
- Work with colleagues to identify and address improvements to efficiency and service.

Fulfilment

- Import supporter data gathered from telemarketing and website campaigns into the CRM system.
- Assist the Income Processing Team in post opening, cheque scanning and donation administration.
- Action in-house and external partner fulfilment of products and resources, including data cleansing and case administration in the CRM system and picking/packing and posting and the daily dispatch of outgoing mail.
- Support the Fulfilment Co-ordinator to ensure Friends of the Earth maintains stock in the most efficient way, to meet supporter expectations and fulfil campaign/project needs.
- Liaise with other teams as required on casework, stock and dispatch issues.

Compliance

- Keep supporter records up to date, ensuring accurate, GDPR-compliant data processing and income coding.
- Manage donation administration, including handling queries about single and regular gifts using Microsoft Dynamics CRM.
- Support office-based tasks, including opening post, processing returned appeals, and updating supporter details from telemarketing campaigns.
- Assist in ensuring data processing and fulfilment processes are operating and completed to deadline, in line with service level agreements.

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:

- Good listening and verbal communication skills.

- Good organisational skills, including ability to coordinate and prioritise workloads to meet deadlines.
- Numeric, written and verbal skills required to understand instructions, analyse data, and communicate with colleagues or external contacts.
- Experience of Microsoft packages such as Word, Excel and Outlook or ability to acquire relevant skills with training.
- Great interpersonal and teamwork skills.
- Accuracy, consistency, attention to detail and speed of activity.
- Ability to solve problems proactively and reactively.

Desirable:

- An understanding of Friends of the Earth's work and goals.
- Experience in a call centre or customer service environment.
- Experience of using CRM databases (we use Microsoft Dynamics) and communications technologies (such as MailChimp or DotDigital) that enhance and streamline supporter engagement.
- Experience in a campaigning organisation, local volunteer group or NGO.
- Knowledge of fundraising activity in a charity context, via mail, phone, email, web or social media.
- Experience of moderating social media or content creation or have your own social media channels and profiles and an understanding of how we can use these platforms to communicate our message.
- Good written English and the ability to proof-read communications to spot mistakes and improvements.

Our Values

Ability to demonstrate understanding and apply our values.

Integrity – We demonstrate integrity throughout everything we do, internally and externally.

Impact – We make the biggest impact we can through good analysis and judgement, insight, feedback and focus.

Leadership – We motivate others through our individual and collective actions, our compelling vision, and our clarity on what work needs to be done.

Focus on Friends – To build our influence we put new and existing 'friends' at the heart of our work.

Accountability – We hold ourselves and others to account for our work and how we work.

Learning and Enquiring Mindset – We learn continuously, challenging our own assumptions and habits while expanding our horizons to enable us to improve the impact of our work.

Date approved	
Date reviewed	April 2025

Friends of the Earth staff are not permitted to hold office for political parties or stand as candidates for political parties. Staff should also seek permission from the Senior Management Team if they wish to hold a non-public facing official role in a political party. If this is an issue, please do raise this with us as soon as possible.

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.