



# JOB DESCRIPTION

## JOB TITLE

**SUPPORTER ENGAGEMENT & DATABASE ASSISTANT**

## TEAM

**GLOBAL FUNDRAISING, MARKETING & COMMUNICATIONS**

## REPORTING TO

**HEAD OF SUPPORTER ENGAGEMENT & DATABASE**

## LOCATION

**LONDON OFFICE (AT LEAST 2 DAYS A WEEK) AND REMOTE**

## HOURS OF WORK

**34.5 HOURS PER WEEK**

## ANNUAL LEAVE

**26 DAYS ANNUAL LEAVE, PLUS BANK HOLIDAYS. FURTHER DAYS OF LEAVE WILL BE EARNED AFTER TWO YEARS OF SERVICE**

## RENUMERATION

**CIRCA £25,000, PLUS BENEFITS**

## OUR VISION

Our vision is a world where every working animal lives a healthy and valued life.

## OUR MISSION

Our mission is to transform the welfare of working animals in a world where animals, people and the environment are respected and thrive.

## SUMMARY OF ROLE

As Supporter Engagement and Database Assistant, you will support SPANA's work to ensure our donors, supporters and other stakeholders have the best possible experience of the charity, and will contribute to the efficient and effective running of our database operations. Your role will involve efficient and effective response handling, data importing and entry, stock management, income processing and generally assisting with global fundraising, marketing and communications activities.

The role sits within the Supporter Engagement and Database team, which is part of SPANA's Global Fundraising, Marketing and Communications department. The department also comprises the Donor Marketing & Digital Fundraising, Communications & Brand and Major Gifts teams.

### Key Relationships

- Responsible to the Head of Supporter Engagement & Database
- 3x Supporter Engagement Officers
- 2x Senior Database Officers
- Senior Community Fundraising Officer
- Head of Donor Marketing & Digital Fundraising
- Donor Marketing Manager
- Global Fundraising, Marketing & Communications colleagues
- Global Animal Welfare colleagues
- Global Programmes colleagues, in the UK and internationally.

## KEY RESPONSIBILITIES

### **Supporter Engagement**

- Respond to external enquiries across multiple channels (including phone, email, letter and social media) professionally and within agreed timeframes, in order to maximise supporter satisfaction.
- Send donation acknowledgements appropriately.
- Communicate with our key fulfilment agencies to resolve donor queries efficiently.
- Process and scan post, including distributing to staff working remotely where relevant.
- Add media and actions to the database to ensure communications and activities are recorded.
- Assist with invitations to and the organisation of supporter events and activities.

### **Database**

- Assist with the importing of donations and personal data from a range of sources, including external agencies and SPANA websites, to Raiser's Edge, using Import-o-Matic, RE imports, and occasional batch and manual entry.
- Assist with regular gift administration for SPANA, handling day-to-day queries and making amendments as required.
- Upload Direct Debit instructions and ensure credit card donations via Blackbaud Merchant Services, RSM and PayPal are processed accurately and efficiently.
- Upload welcome pack and other data regularly to our fulfilment partners.

### **Retail support**

- Co-ordinate with our fulfilment agency regarding Happy Hooves retail enquiries and activities.
- Assist with Happy Hooves web orders and refunds.

### **General**

- Assist work to ensure data is kept up to date and in compliance with GDPR and relevant legislation, through regular queries and global changes.
- Update GDPR compliant consent requests for mail, telephone, email and SMS communications.
- Ad hoc duties as required by the Head of Supporter Engagement and Database.

**This is not an exhaustive list and the post holder may at times be requested to perform other tasks not stated above but within scope of the position.**

# PERSON SPECIFICATION

<p><b>KNOWLEDGE, TRAINING &amp; QUALIFICATIONS</b></p>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent through experience.</li> <li>• Knowledge of supporter care and stakeholder management.</li> <li>• Knowledge of fundraising methods.</li> <li>• Working knowledge of data protection, GDPR, charity law and fundraising regulations and good practices.</li> <li>• Proficiency in Microsoft Excel, Word, Outlook and working knowledge of Microsoft Access.</li> <li>• Working knowledge of Mailchimp and ideally its integration with Raiser's Edge via Import-o-Matic.</li> <li>• Strong general IT skills.</li> </ul>
<p><b>EXPERIENCE</b></p>	<ul style="list-style-type: none"> <li>• Experience of working in a supporter or customer contact centre.</li> <li>• Experience of providing excellent customer service, via a full range of channels.</li> <li>• Experience of creating a range of superior written communications.</li> <li>• Experience of resolving complaints and problems.</li> <li>• Experience of providing exemplary administrative support</li> <li>• Experience of working collaboratively in a team.</li> <li>• Experience of using the Raiser's Edge database and Import-o-Matic.</li> <li>• Experience of income processing on Raiser's Edge.</li> <li>• Experience of database administration.</li> <li>• Experience working within a charity or not-for-profit environment.</li> </ul>
<p><b>SKILLS &amp; ATTRIBUTES</b></p>	<ul style="list-style-type: none"> <li>• A confident communicator with excellent written and verbal communication skills and an excellent telephone manner.</li> <li>• Ability to converse, build strong relationships and work with people from a variety of backgrounds, from supporters to the Chief Executive, Trustees, etc.</li> <li>• Skill and ability to diffuse situations with patience and diplomacy, to be a problem solver and to show sensitivity, both in writing and on the telephone.</li> <li>• Well organised with a flexible approach and the ability to juggle a range of projects at one time.</li> <li>• A willingness to work within changing priorities.</li> <li>• Excellent attention to detail.</li> <li>• Self-starter with strong self-motivation, energy and drive.</li> <li>• Ability to actively support colleagues and build good working relationships at all levels.</li> <li>• Willingness to work occasional weekends and evenings when required due to events and business needs.</li> <li>• Strong commitment to SPANA values (collaboration, respect, integrity and excellence).</li> </ul>