

Job Description

Job Title: Supporter Services Administrator

Responsible to: Senior Supporter Services Manager

Job Purpose:


To work collaboratively with the Fundraising team and wider organisation, to provide administrative support to a high standard and in a timely manner as part of the Supporter Services team.

Main Duties:

- > To work within the Supporter Services team to provide administrative support where needed.
- > Meet and greet visitors.
- > To answer Supporter Services and general enquiries efficiently and to the highest customer care standards received via post, email and telephone.
- > To take telephone donations from our supporters and donors.
- > To maintain accurate and up to date donor records on the Fundraising Donorfy database.
- > To provide administrative support to, and attend 'Acorns' events (as required)
- > Provide administrative support to the Director of Supporter Engagement and Director of Fundraising as required.
- > To support Head Office volunteers through delegating work as necessary.
- > To bank and thank donations for the Supporter Services team on a daily basis.
- > To send out thank you letters for hospice gifts.
- > Maintain and organise fundraising stock cupboard and fundraising materials.
- > To collate and send information packs and fundraising materials as requested and within agreed timeframes.
- > To take responsibility for the opening of incoming post and prepare outgoing post.
- > To liaise with other members of the Fundraising Team and other departments as necessary.
- > To work as part of a team on specific projects, as and when defined.
- > Respond to all written correspondence within agreed timescales.
- > Respond to all telephone and electronic enquires within the same working day.
- > Actively support good communication practices within your work and promote and maintain good teamwork.

Other Duties:

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.

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- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
 - > Promote a coaching culture within Acorns
 - > To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
 - > To carry out any other reasonable duty as requested by the Supporter Services Manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



Person Specification: Supporter Services Administrator

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > Good standard of education including GCSE English at level C or above or equivalent 	<ul style="list-style-type: none"> > Administration qualifications eg.NVQ 1&2
Experience	<ul style="list-style-type: none"> > Previous experience working within an administration role. > Significant experience of database administration > Word processing to a high standard using Microsoft Office 	<ul style="list-style-type: none"> > Experience of working in a fundraising environment > Experience of the voluntary sector > Experience of Donorfy or database
Skills	<ul style="list-style-type: none"> > Excellent administrative and organisational skills. > Excellent written and verbal communications skills. > IT Skills in MS office particularly Excel > Attention to detail > Accurate 	<ul style="list-style-type: none"> > Advanced Excel Knowledge
Abilities	<ul style="list-style-type: none"> > Ability to prioritise own workload and work to deadlines > Ability to understand, exhibit and implement excellent customer care attitude and behaviour, therefore committed to building good internal and external relationships, both with staff and supporters > Committed to the highest standard of customer care. > Numerate. > Good Telephone Manner 	<ul style="list-style-type: none"> > Experience of supervising volunteers
Special Conditions	<ul style="list-style-type: none"> > Willingness to work outside agreed hours on an occasional basis 	<ul style="list-style-type: none"> > Ability to travel independently across the Acorns region
Behaviours	<ul style="list-style-type: none"> > Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success 	

Terms and Conditions of Employment



Job Title:	Supporter Services Administrator
Responsible To:	Senior Supporter Services Manager
Location:	Drakes Court Alcester Road Wythall Birmingham B47 6JR
Salary:	£24,205 per annum
Notice:	4 weeks
Hours:	37 hours per week plus occasional weekends (lieu time for attendance at events)
Holidays:	31 days (229.5 hours) including public holidays, rising to 35 days (259 hours) after 3 years' service (pro rata)
Pension:	Contribution to Group Personal Pension Plan. Organisation will contribute 7.5% to pension.
Life Assurance:	2 x salary life assurance scheme

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

