






Stewardship Officer

 **Location:** Remote

 **Salary:** £25,000 - £27,000

 **Reporting to:** Stewardship Manager

 **Contract:** Full time, Permanent

 **Hours:** Monday to Sunday, 40 hours per week, shifts of 9am to 5pm or 1pm to 9pm with rotation on weekend cover and bank holidays across team of 6.

Background

Social Mind are experts at using social fundraising to drive income and engagement. From product innovation, journey design and campaign builds to virtual event management, we support charities in delivering successful campaigns at scale.

Our fundraising platform, Social Sync, aims to revolutionise the sector with integrated digital fundraising campaigns and behavioural, omni-channel supporter journeys.

We empower charities to raise more money with integrated multi-platform fundraising, drive supporter acquisition and build stronger relationships with sophisticated, personal journeys and we unlock the supporter's potential with meaningful insights.

The Role

The Stewardship Team is responsible for the day to day delivery of best in class supporter experiences for our charity partners.

You will ensure that we are continuously providing the best possible supporter care as the voice of our charity clients, by responding to supporter queries across various channels such as email, Messenger and in our own Social Sync platform.

As well as this, you will provide basic tech support and use your initiative working autonomously to take ownership of solving problems.

Reporting into our Stewardship Manager you will work across both our digital agency, Social Mind, and our software product, Social Sync, to ensure that all of our charity partners and their supporters receive personal, bespoke communications to maximise event and campaign fundraising.

You will be expected to understand and match our clients social media tone of voice, and elevate supporter contact beyond the transactional in order to positively lift event KPIs and financial fundraising targets.

Key Responsibilities

- Fundraising
 - Advise and coach supporters on best practice to maximise revenue potential and positively impact campaign KPIs.
 - Lead on stewardship and community management activities that maximise fundraising opportunities.
- Supporter Experience
 - Respond to high volumes of supporter enquiries via multiple channels within our agreed SLAs.
 - Deliver an authentic in-house supporter experience and bring our charity partners' social media tone of voice, brand and principles to life in every interaction you deliver.
 - Work proactively to optimise future experiences for all supporters by identifying opportunities for improvement.
 - Ensure every supporter has an excellent experience providing first time resolution where possible. When that is not possible you will take ownership of escalating the question, keeping the supporter informed with timely updates and managing the issue to its conclusion.
 - Follow safeguarding protocols to protect the wellbeing of supporters taking part in events, escalating as and when required.
- Teamwork
 - Provide timely updates to the Stewardship Manager, across the wider team and handover work effectively between shifts.

- Proactively flag issues to shift leads and work in a collaborative, supportive and transparent manner at all times.
- Quality Assurance
 - Support Stewardship Manager by providing supervision and coaching to our team of Community Moderators.
 - Responsible for regular Quality Assurance checks and feedback to our team of Community Moderators.

What You Will Do

- Consistently evaluate work volumes collaboratively with other team members to ensure that tasks are prioritised and completed within the SLAs that we agree with our clients.
- Answer supporter enquiries in a timely and professional manner across multiple software platforms.
- Supervise, coach and oversee the quality of our Community Management Team.
- Proactively lead on stewardship and community management activities that drive fundraising objectives.
- Communicate effectively and transparently with other team members and leadership team, both on shift and asynchronously, ensuring that all stakeholders are up to date with important information at all times.
- Become an internal expert on our fundraising platform, Social Sync.

Skills and Knowledge

- Experience of delivering outstanding supporter experiences.
- Experience of providing supervision or coaching.
- Ability to internalise our charity partners' message and deliver genuine supporter experiences.
- Meticulous attention to detail.
- Exceptional user of communication software.
- Exceptional communication skills.

Benefits

- 33 days of paid holiday (pro-rata) inclusive of Statutory Bank Holidays.
- Flexible working based on team hours.
- Enhanced maternity & paternity pay.
- Pension contributions.