



# SUPPORTER CARE OFFICER



# JOIN THE TEAM!

Action Against Hunger is building a world where no one dies from hunger. Life-threatening hunger is predictable, preventable and treatable, so a world without it is possible.

We tackle it where it hits and lead research to stop it. We work relentlessly to save lives and to create a world free from hunger.

We stop life-threatening hunger in its tracks. By training parents and healthcare workers to spot the signs, we get life-saving care to people who need it. Our research drives forward understanding of how to predict, prevent and treat life-threatening hunger. With unbeatable knowledge and unstoppable determination, we're taking action against hunger

## WE HAVE THREE ORGANISATIONAL VALUES:

1. We work in partnership
2. We are trusted experts
3. We are unstoppable changemakers

If you want to be part of this mission and if you share our values, come and join us.

We welcome applications from all sections of the community and we encourage as broad a range of candidates as possible. If you need any additional support to help you through this process, please let us know by sending an email to [jobs@actionagainsthunger.org.uk](mailto:jobs@actionagainsthunger.org.uk)

## CHECK OUT OUR SOCIAL CHANNELS:



AAH\_UK



Action Against Hunger UK



actionagainsthungeruk



Action Against Hunger UK



[actionagainsthunger.org.uk](http://actionagainsthunger.org.uk)



## ROLE DETAILS

Job title:	Supporter Care Officer
Grade:	Scale 6
Department:	Fundraising and Communications
Reports to:	Supporter Care Manager
Job location:	London Office – Tues and Thurs office-based; (remaining days may be worked from home)
Duration:	Permanent, Fulltime
Hours:	37.5 per week
Salary band:	£32,584 - £34,483

## JOB PURPOSE

The Supporter Care Officer will be a key member of our growing Supporter Care team, in the Public Engagement team, which sits within the Fundraising and Communications department. It's an exciting time to join the team, as we look to further grow our supporter base and diversify our charitable income across various income streams at Action Against Hunger UK.

This role will report to and work closely with the Supporter Care Manager and other key teams like the Database and Insight, and Communications teams to help Action Against Hunger achieve our ambitious fundraising and engagement targets and contribute to our overall global strategy. We deliver exceptional supporter experience by cultivating loyalty through developing and maintaining strong relationships with our supporters; and champion this across the organisation.

You will be responding to enquiries and thanking donors via post, email, telephone and our various social media channels. With a keen eye for detail, you will work closely with our Database and Insight team to maintain the integrity of our fundraising CRM, Raiser's Edge. You will proactively ensure all processes are updated and new ones developed to influence efficiency and consistency of high-quality experience for all stakeholders. This role will make sure that donors are thanked within set SLAs and produce engaging and impactful thanking copies for our supporters and donors.

# KEY DUTIES AND RESPONSIBILITIES

- Processing, amending and cancelling gifts on all gift processing platforms including Raiser's Edge.
- Handling inbound and outbound supporter calls, emails and postal enquiries.
- Handling the thanking process for our supporters over the phone and via post, email and telephone.
- Administering fulfilment for a variety of teams with differing needs and objectives through our fulfilment agency.
- Monitoring and responding to Social Media comments and enquiries (with a focus on paid Ads).
- Supporting our Supporter Care projects such as the annual Thank-a-thon
- Processing whitemail received into the office and electronically from our third-party agency Elovate.
- Updating constituent consents resulting from supporter requests on Raiser's Edge and Engaging Networks.
- Writing and sending compliance required administrative letters like Oral Gift Aid Declaration (OGAD) and Advanced Notice Letters (ANL) to new Regular Giving supporters etc.
- Providing fundraising stewardship support to the Community and Challenge team, as well as the Individual Giving team.
- Proactively seeking ways to change or enhance supporter care processes and procedures and implement improvements as appropriate.
- Undertaking any other reasonable tasks as advised by the Supporter Care Manager
- Developing strong working relationships with our key stakeholders in the organisation to ensure that we are supporting them appropriately and proactively in all aspects of supporter care.
- Creating engaging and impactful thank you letter templates, and supporter administrative communications to ensure efficiency and consistency in meeting our SLAs.
- Finding creative solutions to problems that arise to ensure that the supporter experience is prioritised as much as possible.
- Investigating complaints and complex queries to provide a full and satisfactory response as needed.

The above list of key duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post

# PERSON SPECIFICATION

## EXPERIENCE REQUIRED

### ESSENTIAL

- Demonstrable success at delivering exceptional customer care within a charity or commercial environment, especially over the phone.
- Ability to prioritise and organise own workload and able to adapt to changing demands in a busy environment.
- Excellent communication skills, both oral – including telephone – and written.
- Ability to work effectively as part of a small team and to take initiative when appropriate.
- Excellent interpersonal skills and ability to build strong working relationships with all stakeholders.
- Excellent attention to detail.
- Proficient in MS Office, especially Word, Excel and Outlook.
- Brilliant copywriting skills and the ability to adapt your tone of voice depending on a piece of content's intended audience, while staying true to the organisational tone of voice guidelines.
- Proven experience in presenting complex, sensitive and difficult messages in a clear, concise, and accessible way.
- Proven record of working proactively, effectively and collaboratively with colleagues across various teams.
- Commitment to equality, diversity and inclusion.
- A commitment to Action Against Hunger's values, mission and culture.

### DESIRABLE

- Use of CRM Raiser's Edge
- Experience of working in fundraising or a charitable organization
- Good understanding and interest in the humanitarian and development sectors and international affairs
- Willingness to carry out other duties as required in keeping with the wider needs of the team, particularly in emergencies and around key organisational moments.
- Some experience of community management on corporate social media channels – removing hateful comments and answering questions from supporters where appropriate.
- Project management skills.
- Person-Centered approach to customer care.
- Knowledge of the Fundraising Code of Conduct and other relevant fundraising legislations.
- Formal copywriting training.

# THE BENEFITS

You're likely to be joining us because you're as passionate about the cause as we are. But since you're here, here are some more great reasons to work with us:

- we're all about work-life balance and are flexible so you can manage work around your needs
- we'll enrol you in our pension scheme, contribute 6% to it every month and give you free Group Life Cover, if you put in at least 4%
- interest-free season ticket and personal loans (subject to eligibility)
- payroll giving scheme
- ride-to-work scheme
- private medical insurance
- free health cashback scheme, including dentist and optician appointments
- discounted gym and health club membership
- online shopping discount scheme
- annual staff recognition awards with gift voucher prizes
- employee advice line – free confidential access to financial and legal advisors
- telephone and online counselling sessions
- organisational sick pay – starting at four weeks full pay plus two weeks half pay, increasing with service
- 25 days holiday plus eight bank holidays, increasing with service after two years. You can also buy up to five extra days of annual leave each year
- enhanced maternity and paternity pay
- up to five days paid carers' leave
- up to 24 hours paid leave per year for employer-supported volunteering.
- paid fertility treatment support leave for employees/partners undergoing IVF treatment
- up to two weeks paid compassionate leave and pregnancy loss leave
- flexibility around Christmas and Easter bank holidays for those who wish to take the time off at other times to celebrate religious or cultural events.
- we operate an incremental pay structure. It's our policy to offer successful candidates the bottom of the advertised range. But if a candidate can demonstrate their current or most recent salary is higher, we'll increase our offer within the advertised range.

**“MUNIRA WAS VERY SICK. BUT NOW, I AM SO HAPPY, SHE RUNS AROUND AND PLAYS.**

**“ACTION AGAINST HUNGER HAS HELPED US A LOT.”**

- Medina, Somalia

