



APPOINTMENT OF  
Supporter Engagement  
Administrator

October 2024

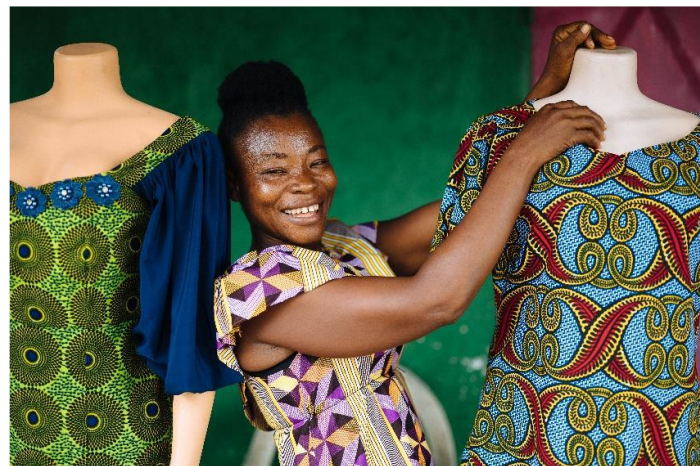
# Introduction

Together, we envision and work towards a world where *every person's potential is fulfilled.*

All We Can is an international development and relief organisation, working to see every person's potential fulfilled.

Y Care International supports local opportunities for vulnerable young people and their communities across the globe, to change lives for the better. Focussed on serving the world's most marginalised communities, we are rooted in the Christian faith. **Together, we work through partnership alongside our global neighbours most impacted by disasters, poverty and injustice to enable flourishing and resilient communities.**

From 1 September 2021, All We Can and Y Care International began a formal partnership – combining efforts to tackle poverty, inequality and injustice in some of the world's most vulnerable communities. We work as one organisational team, presenting as two unique brands, fulfilling two separate, but symbiotic, strategies.





# Supporter Engagement Administrator

## Job Description

**Location:** This role is contractually based in Central London; however, we currently operate a hybrid working model with regular whole team face to face meetings once a month and sub-team meetings also once a month. Person in this role, however, will be required to be in the London office up to 2 days a week, due to the requirements of the role.

*All employees of All We Can are employed to work as part of one organisational team, which serves and supports the work of two separately registered charities – All We Can and Y Care International. Every role in the team is required to respond and engage appropriately and as directed, in work addressing and meeting the charitable objectives and operational functions of both brands.*

**Purpose:** To be the first point of welcome for both organisations, handle supporter enquiries as well as making sure that supporters feel engaged and appreciated, so we can maximise our income and help, so together with our partners we can support more people to fulfil their potential.

**Responsible to:** Digital and Direct Marketing Manager

**Relationships: Internal:**

- Senior Leadership Team
- Staff and Volunteers
- Trustees

**External:**

- Relevant stakeholders including supporters, donors and enquirers
- Methodist and YMCA family
- Representatives of overseas partner organisations
- External Service providers

**In this role you will:**

### 1. Be the first point of welcome to our organisation

- Manage the info@ email inboxes and ensuring supporters enquiries are dealt with and forwarding to relevant team members when necessary.
- Handle phone calls on behalf of the organisations, taking donations or gift orders over the phone or transferring where appropriate.
- Administrate community fundraising and sponsored events, including marathons and local fundraisers and coordinate the advertising of these with the Communications Team.
- Provide sensitive and effective supporter care to legacy enquirers and family executors.
- Generate personalised thank you letters for individuals and churches, and work with the Public Engagement and Finance and Resources teams to improve supporter journeys.
- Send welcome packs to new regular givers and mid-value donors.
- Stay up to date with our overseas partnerships, emergency responses, and programmes and other activities in order to provide relevant and up to date information to enquirers.
- Work in collaboration with the Communications & Advocacy Team on developing responses to press related stories or announcement and Q&As for new campaigns, and emergencies.
- Collect and communicate relevant stories, trends and activities from supporters to the wider team where appropriate.

### 2. Responsible for administration of supporter engagement

- Input information into the database pertaining to supporters, ensuring that records are updated on a regular basis.

- b. Support the Finance and Resources team in processing postal and online donations and processing Gift Aid declarations.
- c. Respond to resource requests and record dispatch on the database.
- d. Assist the Digital and Direct Marketing Manager with direct marketing, including checking data to ensure that it is accurate and adheres to GDPR guidelines.
- e. Assist in supporting other administrative functions across the organisation as and when capacity allows and with line manager approval or direction.

### 3. Other Responsibilities

- a. Attend and engage in team meetings and other meetings as appropriate.
- b. Undertake any other reasonable duty consistent with the responsibilities of the post as requested by your line manager or a member of the Core Leadership Team.
- c. Ensure familiarity with and adhere to our organisational policies, procedures and values, and keep informed of all cross departmental activities.
- d. Commitment to, and modelling of, the mission and values of our organisations, and acceptance of the unique purpose of each entity as an agency of international development and relief in our efforts to contribute to the end of poverty and injustice.
- e. Contribute actively to the building of a positive and inclusive team culture, valuing and demonstrating principles of equality, diversity and inclusion, understanding of the faith basis on which our movements are founded, and a commitment to work and engage in a demonstrably relational way with other team members and stakeholders.
- f. Actively seek and adopt ways to innovate, adapt and flexibly approach obstacles to progress and increase impact in all we do.

# Supporter Engagement Administrator (Public Engagement Team)

## Person Specification

Attributes	Essential	Desirable	Method of Assessment
Education and training	Good literacy and numeracy skills		A/I
Proven abilities	Experience in online/database systems	Experience with Raiser's Edge	A/I
	Excellent customer or supporter service experience and a can-do approach to problem solving and new challenges		A
	Experience working in an administrative or support role		
	Proven ability to work effectively and enthusiastically in a team		
Special knowledge and skills	Excellent oral and written communication skills		A/I
	Good interpersonal skills, including a friendly telephone manner and the ability to build cross-cultural relationships	To be comfortable communicating to Christian groups and individuals, as well as other staff	A/I
	Proficient in computer skills, including use of Microsoft Word, Excel, Outlook and PowerPoint	Strong leaning to digital processes to improve productivity	A/I
	A systematic, organised and planned approach to work and strong attention to detail		A/I
	Experience of diary and project management, or relative transferable skills		A/I

	Able to work under pressure, plan and manage time effectively and prioritise a range of varied tasks effectively	Proven experience of multi-tasking and work in a fast-paced environment	A/I
Special qualities	Commitment to our organisational vision, mission and values, and accepting of our identity as faith-based international development, relief and advocacy organisations actively engaged with the Methodist Church and YMCA's in the UK, Ireland and around the world	A genuine interest in cause-driven organisations and the nature of work of our two brands Previous experience of working for a faith-based organisation	A/I
	Self-motivated, able to work on own initiative, while working as part of the wider team		A/I
	Friendly, reliable and adaptable		A/I
	Sensitive to the complexities of cross-cultural communication		A/I
	A willingness to undertake extra training as appropriate		A/I

Method of Assessment: A – Application Form, I – Interview, W – Written exercise, P – Presentation, G – Group exercise, Q – proof of qualification (certificates or transcripts)

# Supporter Engagement Administrator

## Terms and conditions

The terms and conditions of employment are outlined fully in the Employee Handbook but below is a summary of key points important at this stage.

**Term of Appointment:** Permanent.

**Hours of Work:** A total of 35 hours per week, 5 days per week. Payment for overtime is not given but employees are entitled to time off in lieu by agreement. We might be also able to consider slightly reduced hours spread across the 5 days. If this is something you would be potentially interested in, please contact us before applying.

**Starting salary:** £25,000 per annum

**Holiday Entitlement:** Holiday Entitlement: 25 days per annum, plus Bank Holidays and an extra three days at Christmas and New Year. Additional leave is also awarded after 2 years (3 days) and 5 years (2 days) continuous service (please note, holiday entitlement is pro-rata for a part-time post).

**Other Benefits:** Life Assurance, tax-free childcare scheme, Cycle to Work Scheme and Employee Assistance Programme, Confidential Counselling Service, Health Assured Scheme, Critical Illness/ Income Protection Insurance, ToiL, Volunteering Time Off Scheme, study leave, flexible working hours and working from home options (some limitations due to job roles may apply).

**Sick Pay:** Entitlement in accordance with All We Can/ Y Care' s terms and conditions of employment.

**Pension:** All We Can/ Y Care operates a contributory pension scheme, with a minimum contribution of 6% employer and 3% employee that all employees are eligible to join. Full details will be provided at the commencement of employment.

**Probationary Period:** Appointments are made subject to the satisfactory completion of a probationary period, normally six months (or trial period to be discussed)

**DBS (Disclosure and Barring Service):** The appointment is subject to a Disclosure and Barring check, please see application form for full details

**Season Ticket:** Season ticket loans are available after the satisfactory completion of the probationary period.

**Health and Safety:** The post holder will be subject to All We Can's Health and Safety policy.

**Equal Opportunities:** The post holder will be subject to our Equality, Diversity & Inclusion policy.

**Physical Conditions:** open plan office at a central London office, 25 Tavistock Place, London, WC1H 9SF. Hybrid working with 2 days in the office and 3 working from home (a health and safety assessment will be arranged during induction, to ensure the space is suitable for working).

# Application and recruitment process

Applications should be submitted via our [careers page](#) and must be received by no later than 21 October 2024, 4pm. Interviews will be held in Central London on 29 October (Tuesday). If there is a reason you can't make that date if you're shortlisted, we can discuss reasonable alternatives. If you're shortlisted for an interview, we'll ask you to complete a role-related task.

## **Important note about completing your application – please read**

When submitting the application, you will be asked to submit your CV and answer four competency-based questions. There's no specified length for the answers and we ask you to use your judgment to balance between giving us as much information as needed and being succinct. Only applications that answer the questions will be considered. We'll not consider answers which say 'Please see the CV' or similar. The scoring is primarily based on the answers to the competency-based questions, so please ensure that you showcase your skills and experiences fully through those answers.

The successful candidate will be expected to take up the post as soon as is reasonably possible.

For enquiries/further details please contact: Joanna Sopylo-Firrisa at [j.sopylo-firrisa@allwecan.org.uk](mailto:j.sopylo-firrisa@allwecan.org.uk)

**All We Can & Y Care value people as individuals with diverse opinions, cultures, lifestyles and circumstances. We are committed to building a culturally diverse team and therefore encourage applications from a diverse range of candidates to help us reflect our world and the communities we work alongside.**

In the UK, All We Can & Y Care's colleagues and volunteers are expected to follow stringent Safeguarding Policy and Procedures and a DBS (Disclosure and Barring Service) disclosure is required for all relevant members of colleagues and volunteers. In addition, our organisation follows Safer Recruitment principles and guidelines for all posts where contact with children and/or adults at risk is possible – this includes a full application process, interviewing candidates, taking up and verifying two satisfactory references, verifying qualifications, identity checks, and a full DBS check. Since 2021 All We Can has also been a part of The Inter-Agency Misconduct Disclosure Scheme – a scheme initiated to address the issue of known sexual abusers moving within and between humanitarian development and aid agencies. The scheme ensures development and aid agencies can effectively work together to share misconduct data between recruiting organisations and previous employers.

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All We Can is the operating name of the Methodist Relief and Development Fund, a charity registered in England and Wales, number 291691.  
Y Care International is a charity registered in England and Wales Reg. No. 1109789, Company Reg. No. 3997006