

Islamic Relief Worldwide

Islamic Relief UK (IRUK)



Supporter Relations Assistant

BASE LOCATION: London, Waterloo, UK

REPORTING TO:

Supporter Relations Co-ordinator

LINE MANAGEMENT RESPONSIBILITIES: n/a

ISLAMIC RELIEF:

Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of colour, race or religion. Established in 1984 in response to the widespread famine in Africa, Islamic Relief has grown to be a key, well known and respected aid agency in disaster relief and the on-going development of people in over 25 countries. It specialises in Education & Training, Health and Nutrition, Water & Sanitation, Income Generation, Orphans' Support, Emergency Relief and Disaster Preparedness. Islamic Relief is a member of the Disasters Emergency Committee (DEC) and is an implementing partner for FCDO, ECHO, the World Food Programme and UNHCR.

PURPOSE OF DIVISION (IRUK)

Islamic Relief UK (IRUK) is a Strategic Business Unit (SBU) that is part of Islamic Relief Worldwide. IRUK's focus is strengthening effective funding, mobilising for change through advocacy and awareness-raising and strengthening programme development and delivery. IRUK works with various partners and institutions, from governments, non-governmental organisations and local authorities to grassroots communities.

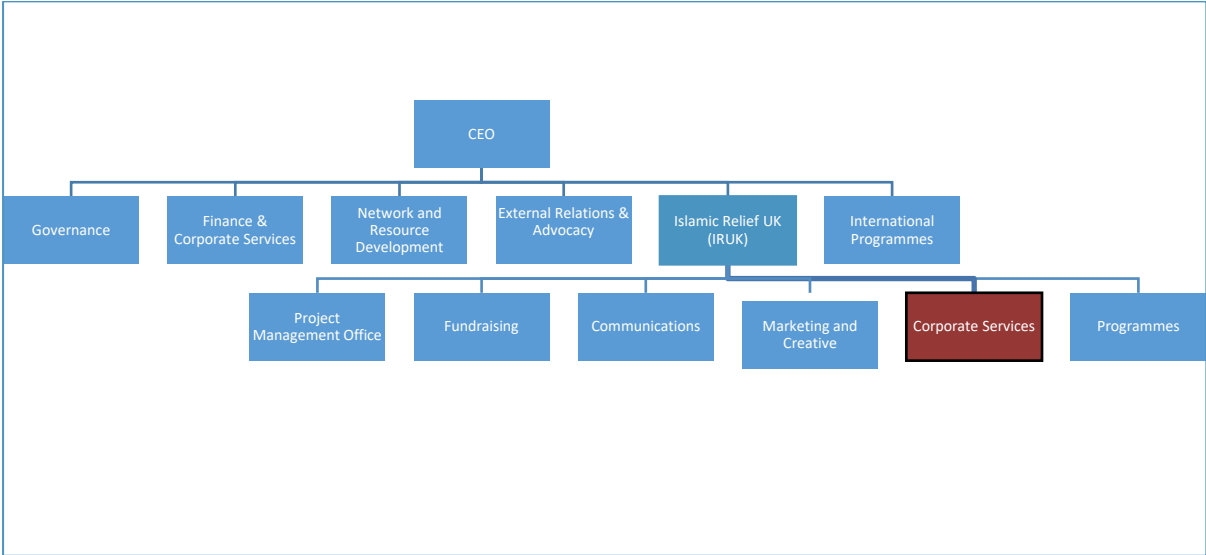
JOB PURPOSE:

To manage IRUK's switchboard and phone enquiry system and to administer the entry of data on the fundraising database. This will include processing donations, updating supporter details, maintaining supporter records, and ensuring that information held is accurate, appropriate and up to date.



ORGANISATION CHART

IRW and IRUK





KEY WORKING RELATIONSHIPS

Regular communication with line manager and SRU colleagues to ensure that the duties of the team are fulfilled effectively.

SCOPE AND AUTHORITY

The role is to demonstrate excellent customer service while managing enquiries via phone, email, Sprout and post. The Assistant will also be responsible for updating and maintaining supporter records on Raisers Edge database. The post holder will follow a routine in daily tasks set by the Line Manager. They will ensure that donations are accurately and securely processed. In addition to this, the Assistant provides administrative support to the team. Supervising temporary staff during campaign seasons e.g., Ramadan, Qurbani, Orphans, Emergency/DEC Appeals, Outbound calling campaign.

Scope of the Role:

- Deliver excellent customer service via phone, email, post and Sprout.
- Day to day maintenance and updating of the Raisers Edge database.
- Process donations accurately and securely
- Provide administrative support to wider Supporter Relations Team. The role is to manage the IRUK switchboard and enquiries via phone, email, post and Sprout. The Assistant will also be responsible for updating and maintaining supporter records on Raisers Edge database accurately. Follow a routine in daily tasks set by the line manager. Ensure that the correct donation categorisation is allocated when processing donations. In addition, the job holder provides administrative support to the unit.
- Completing the above tasks during busy campaign periods (Ramadan, Qurbani, Orphans, Emergency/DEC Appeals, Outbound calling campaign).

Responsibility for Resources:

- This role is responsible for ensuring that data on Raisers Edge is accurate, updated and accessible and managing the IRUK switchboard and enquiry line.
- Accurately processing donations whilst ensuring GDPR guidelines are adhered to.
- Providing excellent customer service

KEY ACCOUNTABILITIES

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff. The following are the main responsibilities that the role holder will be accountable for:

1. Managing the phone lines and various enquiry systems:

- To be the first point of contact for the callers of IRUK and ensure a high level of customer service is delivered and maintained to efficiently manage the switchboard, enquiries, and donation line, whilst always communicating professionally
- To manage all the enquiries received through the various email inboxes, Sprout and post.
- Handling complaints sensitively and professionally and ensuring that they are dealt within the agreed timeframe.
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- Achieve the best possible outcome for IR from each customer contact. This will involve pointing customers towards an engagement with IR that is the most suitable for the supporter and the most beneficial for IR.
- Have an in-depth knowledge of Islamic Reliefs work, Gift Aid scheme and campaigns and to be able to effectively communicate this to Supporters.

2. Receiving and processing donations

- To open post, to sort, batch and process supporter's donations onto the database
- Maintaining mail statistic for donations received through the post
- Counting cash collections received Waterloo office
- Carry out banking for postal donations received.
- Ensure all payments are processed, reconciled, and banked within a secure environment
- Ensuring that credit/debit card data is protected and held securely in-line with business rules
- Ensuring that postal and bank donations are thanked in a timely manner
- Processing Bank Transfers, Payroll Giving and CAF donations whilst ensuring that the correct funds and appeal codes are allocated, all within an agreed timescale.
- Processing event forms from CFV team
- Following up with pledges made at events
- Setting up Direct Debits and standing orders
- Keeping up to date with changes in procedures and processes in donation related work e.g., ways of capturing and entering data, changing Direct Debit details, updating Gift Aid status etc.

3. Administration

- Filing Gift Aid Declarations, direct debits, and donation coupons
- Ensure all filing and paperwork storage is maintained to the highest standards
- Administration of Direct debit cancellations and amendments
- Data cleaning: update supporter records with amendments such as 'No Mailing' status, identify and merge duplicate records and marking emails as "Invalid" when necessary etc.
- Administration of Standing order, Direct debit cancellations and missed payments.
- Constantly monitor and look to improve the qualitative effectiveness of the work produced by the SRU team. This will include working on your own initiative to effect measurable improvements in supporter care and data quality
- Handle Waqf-related enquiries and ensure information is sent to and received from the Waqf Department in a timely manner, particularly where it affects Waqf donors
- Responsible for preparing acknowledgements, certificates, and reports to supporters
- Contribute to the efficient running and good practice of the SRU Department and undertake other initiatives as required

4. Call Centre Supervision

- Assisting the Supporter Relations Co-ordinator with the recruitment of temporary Supporter Relations Ramadan Assistants.
- Assisting with the induction and training of new staff and volunteers
- Supporting the management of the call centre during busy campaign seasons. This includes contacting temporary Supporter Relations Ramadan Assistants, making a rota and allocating shifts, managing changes/cancellation, working flexible hours to

ensure sufficient supervision is provided (working unsociable hours during peak times, as well as weekends)



5. Project Work

- Be involved in department or organisation project teams or working groups where appropriate
- Providing additional support to the SRU team as and when necessary, such as assisting with departmental projects. E.g. DEC/Charity Week and working on orphans reports when requested
- Volunteer Management. This includes managing office volunteers and managing the pool of Live Appeal/remote Call Centre volunteers. Assist with volunteer training, providing support and arranging transportation and food when necessary, during Live Appeals.
- Effectively deal with complaints, ensure learning from complaints is taken on board. Implement and develop processes for monitoring and report against IR's centralised complaints procedure
- Supporting the Line Manager with data erasure requests and ensuring that processes are meticulously followed.
- Work closely with key departments within IRUK to ensure that all communications to Supporters is kept up to date and that service to supporters is co-ordinated and continuous
- Participate in meetings requested by Line Manager and to ensure that decisions from any meetings are followed up
- Liaise with relevant external organisations as and when required
- Work flexibly according to the demands of the organisation and carry out any duties with the competence of the post holder, assigned by the Line Manager, including managing, and taking part in Live appeals when required
- Contribute to the effective and efficient running of Islamic Relief as appropriate Participate, as appropriate, in staff forums and meetings
- Adhere to Islamic Relief's Policies and Procedures

6. General Duties

- Be flexible within the broad remit of the post
- Comply with organisational policies and practices
- Encourage effective cross departmental working through personal example
- Keep professional knowledge and expertise up to date
- Attend internal and external meetings as required and contribute positively.
- Undertake any other duties commensurate with this post as reasonably requested by the Line Manager
- Represent Islamic Relief to the wider community as appropriate to role and authority
- Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to Islamic Relief's equal opportunities statement and policies. Ensure professionalism and credibility at all times
- Undertake any other tasks or projects as deemed appropriate by line manager within the scope of the role
- To upkeep the reputation and values of Islamic relief at all times

PERSON SPECIFICATION

It is essential that the post holder shows a good understanding and empathy with the Islamic values and principles as well as commitment to Islamic Relief's vision and mission.



Essential Criteria:

Experience

- Demonstrable experience in a similar role
- Experience of using databases
- Excellent customer service experience
- Experience of working with sensitive information

Skills, Knowledge and Attributes

- Experience of and passion for, delivering excellent supporter care
- Good levels of computer skills with experience of working with databases and competent in Microsoft Office applications such as Word and Excel.
- Fast and accurate data entry skills
- Good standard of numeracy
- Proven administrative skills
- Excellent communication skills by phone, email, and post
- Experience of delivering timely and accurate responses
- Experience of multi-tasking and effectively prioritising workload. Ability to work in a methodical manner with attention to detail
- Must be a team player as well as being able to work on own initiative
- Strong empathy for the aims and work of Islamic Relief
- Knowledge of Data Protection Act/GDPR

Desirable Criteria:

- Experience of working with volunteers

Personal Qualities

- A genuine passion for making a difference
- Understanding of and affinity with Islamic Relief values

Other requirements

- Willingness to work longer hours, including weekends, during peak campaigns and emergencies