Supporter Relations Coordinator
JOB DESCRIPTION

Job title:	Supporter Relations Coordinator
Responsible to:	Head of Supporter Relations
Responsible for:	Assisting the Supporter Relations team in nurturing donor engagement and providing essential administrative support through financial and data management
Base:	Peterborough
Key Terms & Conditions:	£26,879 per annum 40 hours per week (includes paid lunch breaks). Part-time considered. 25 days annual leave plus bank holidays and working days between Christmas and New Year

Responsibilities and Tasks

Supporter Relations
- To be first point of contact for all fundraising enquiries via phone, post and email and day to day management of individual supporter and fundraisers
- Management of supporter fundraising email inbox, responding to incoming queries efficiently and in a timely manner
- Donor engagement ensuring all process are followed including thank you letters to all fundraisers
- Responsible for the fulfilment of all fundraising requests
- Mailing duties: sending letters, annual review and other publications.

Financial
- Management of all donor financial details and fundraising pages via giving platforms such as JustGiving, Enthused, Stewardship and CAF
- Weekly reconciliation of donations/income in partnership with Finance Department
- Manage and update the customer relationship management system
- Manage streamlining of processing of incoming/donations
- Compile information for Monthly Marketing Report.

Events
- Tracking of event dates, ensuring thank you letters are sent and track incoming pledges and funds

Administrative Support

- Provide administrative support to Head of Supporter Relations and Communications Lead. Ad hoc administrative tasks especially events-focused and support corporate fundraising
- Attend events on behalf of Hope into Action
- Any other ad hoc duties – you will be a key member of the Supporter Relations team.

Spiritual Ethos
- Ensure the organisation retains a strong Christian ethos, culture and practices throughout, with a strong emphasis on prayer and a Biblical basis for decision and policies.
- Devote specific time to pray for the organisation, tenants and attend regular retreats.
- Uphold the role of local church in the organisation.

Person Specification

Skill	Essential	Desirable	Useful
Committed Christian with experience of spiritual leadership.	✓		
Administration experience	✓		
Strong organisational skills	✓		
Ability to develop effective working relationships with a range of partners, organisations and funders.	✓		
Enthusiastic and positive attitude.	✓		
Desire and ability to improve and develop new areas of work.	✓		
Able to demonstrate excellent communication skills at all levels.	✓		
Basic understanding of budgets.		✓	
Good range of IT skills, including, but not limited to, knowledge of Microsoft Office (Excel in particular and how to use its database functions, Pivot Tables and Charts and Mapping Tools). SQL Server for querying the Harlequin database backed up by a reasonable understanding of Relational Database Theory.	✓		

Mailchimp including the use of logic to produce personalised emails and photo manipulation to ensure email graphics are suitably optimised.			
A good grasp of basic mathematics and ability to think 'outside the box'	✓		
Attention to detail and a good eye for figures and anomalies.	✓		
A willingness to self-develop.	✓		
A team player	✓		
An understanding of the basics of Content Management Systems (website)		✓	
Security / Confidentiality / Discretion	✓		

Key terms and conditions

1. 40 hours per week (including paid lunch breaks) but part-time also considered
2. Salary: £26,879 per annum (pro rata if part-time)
3. Location: office-based in Peterborough
4. Annual Leave – 25 days per annum + bank holidays and 3 days between Christmas and New Year
5. Pension – Group Personal Pension Plan paying 8% of salary
6. Sick Leave as per agreed policy
7. Maternity & Paternity Leave as per agreed policy.