



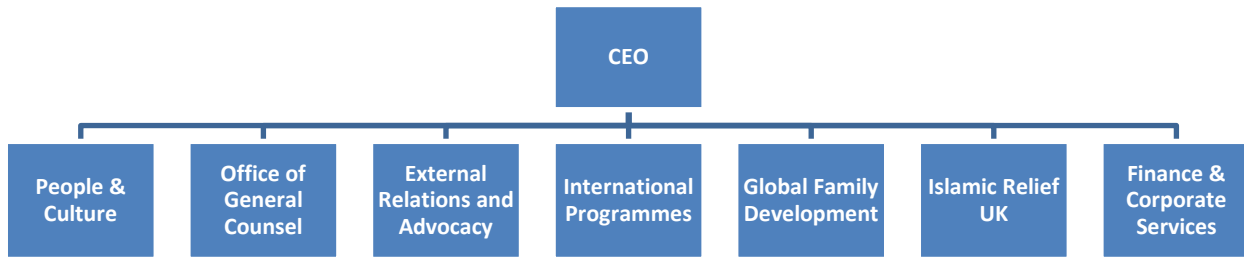
Islamic Relief Worldwide

Islamic Relief UK (IRUK)

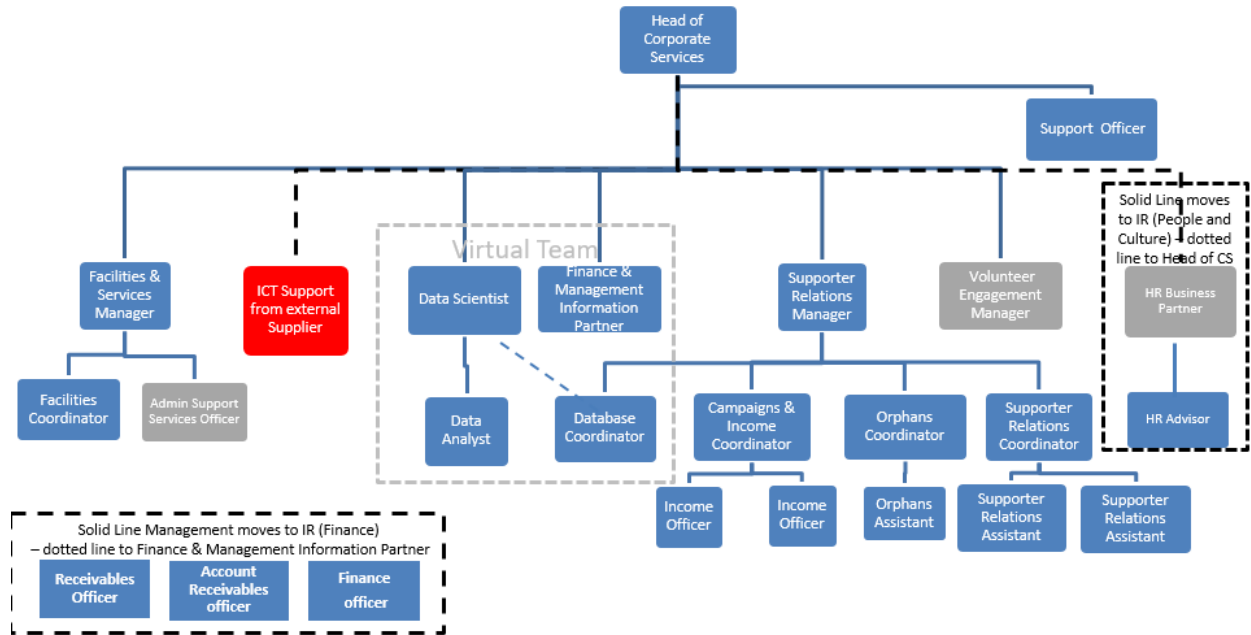
SUPPORTER RELATIONS COORDINATOR

BASE LOCATION:	London, UK
REPORTING TO:	Supporter Relations Manager
LINE MANAGEMENT RESPONSIBILITIES:	Supporter Relations Assistants X2
ISLAMIC RELIEF:	<p><i>Islamic Relief is an international non-governmental organisation (INGO) founded in the UK in 1984 by a group of medical doctors and activists. Established in response to the widespread famine in Africa, Islamic Relief has grown to become one of the world's largest Muslim INGOs with a presence in over 40 countries worldwide.</i></p> <p><i>Since 1984, Islamic Relief has saved and transformed the lives of over 120 million people. By responding to disasters, rebuilding lives and preparing people in case disaster strikes, we save lives before they are lost. In addition to providing disaster and emergency responses, we also promote sustainable economic and social development by working with local communities – regardless of race, religion or gender.</i></p> <p><i>Islamic Relief is a member of the Disasters Emergency Committee (DEC) and an implementing partner for FCDO, ECHO, the World Food Programme (WFP) and UNHCR.</i></p>
PURPOSE OF DIVISION (IRUK):	<p>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.</p>
JOB PURPOSE:	<p>To manage the frontline supporter relations function at IRUK and ensure Supporter Care provided is to the highest standards. To manage the enquiries switchboard and phone enquiry system and to administer the entry of data on the fundraising database. This will include processing donations, updating supporter details and maintaining supporter records and ensuring that information held is accurate, appropriate and up to date.</p>

ORGANISATION STRUCTURE



DEPARTMENT STRUCTURE



KEY WORKING RELATIONSHIPS

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

SCOPE AND AUTHORITY

Scope of the Role

The role is to manage the IRUK switchboard and enquiries function at IRUK. This includes phone and email and post. They will also be responsible for updating and maintaining supporter records on the Raisers Edge database and managing two Supporter Relations Assistants that will administer the processes. Ensure that the correct donation categorisation is allocated when processing donations. In addition, the job holder provides administrative support to the unit. Day to day database maintenance tasks, updating records and maintaining accuracy.

Supervising the call centre during campaign season (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.

KEY ACCOUNTABILITIES

The post 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. Team Management

- Direct Line Management responsibilities of 2 Supporter Relations Assistants
- Delegation of tasks through a rota based system
- Responsible for the staff development through regular 1:1's and conducting end of year appraisals
- Recruitment, induction and training of seasonal/temporary call centre employees
- Motivate the team of Supporter Relations Assistants to effectively achieve set KPI's, maintain procedures and have a contingency in place to react to unplanned demands
- Managing the call centre during campaign season. This includes contacting agents, 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 and Eid)
- Ensure the team operates within a collaborative, communicative and learning environment, providing opportunities for personal and professional development

2. Regular Giving Administration

- Manage and administer regular giving income including Direct Debits and Standing Orders. Keeping up to date with Direct Debit regulations and manage the scanning and storage of related records
- Administration of Direct Debit instruction and payment processes
- Regular administration of Direct Debits by processing BACS reports
- Monthly importing of standing orders and administration of missed payments and cancellations

3. Supporter Relationship Management

- Effectively deal with complaints, ensure learning from complaints is taken on board and are used to improve processes and the supporter experience
- Implement and develop processes for monitoring and report against IR's centralised complaints procedure
- Develop and implement supporter care processes and procedures to enhance supporter satisfaction and increase engagement
- To feed into the development and implementation of the supporter care strategy in order to continually improve service and maximize contributions
- Responsible for ensuring all supporter enquires are handled appropriately, professionally and in a timely manner
- Action data erasure/opt out requests including the removal of data from various databases (both internal and third party databases) in line with GDPR regulations
- To recognise fundraising opportunities and promote them amongst our supporters
- Review written and verbal communications with supporters to ensure the ongoing delivery of excellent supporter care

4. Managing the phone lines and online enquiry systems

- Account management of 8x8 cloud based phone system including setting up users, troubleshooting, monitoring calls and reporting
- 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 manage switchboard calls, deal with enquiries and the processing of donations efficiently whilst communicating professionally at all times
- To manage all the enquiries via the various email inboxes and postal enquiries
- Donor care of IR individual donors. This includes selection of suitable fulfilment in response to donations and the successful handling of any donor enquiries, instructions and complaints and communication with donors by mail, phone and email
- 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 customer and the most beneficial for IR. Promote and effectively communicate Islamic Relief's various projects, funds and campaigns including the Gift Aid scheme

5. Receiving and processing donations

- Management of the call-handler donation page which includes updating the available funds and appeals, setting up new users and troubleshooting when users have problems
- To open post, to sort, batch and process supporter donations onto the database
- Maintaining mail statistics for donations received through the post.
- Counting cash collections received at the Waterloo office
- Carry out banking for postal donations received through the departments
- Ensure all payments are processed, reconciled and banked within a secure environment, ensuring that credit card data is protected and held securely in-line with business rules
- Processing postal donations, Bank Transfers, Payroll Giving and CAF donations ensuring that the correct fund and appeal code is allocated to supporter records within agreed timescales
- Setting up Direct Debits and Standing Orders
- Data cleaning: on a regular basis, update supporter records with amendments such as 'No Mailing' status; identify duplicate records and incomplete address lines
- Keeping up to date with changes in procedures and processes in donation related work e.g. ways of capturing and entering data.

6. 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 and Standing Order cancellations, amendments 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, deeds, and reports to donors
- Contribute to the efficient running and good practice of the SRU Department and undertake other initiatives as required

7. 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 volunteers. Assist with the volunteer training, overseeing it on the night and arranging transportation

8. General

- 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 Supporter Relations 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
- 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 sympathy with Islamic values and principles as well as commitment to Islamic Relief Worldwide vision, mission and core values.

Essential

Experience:

- Proven experience of handling enquiries from the public in a high volume environment
- Experience of working in a supporter or customer service environment
- Experience of people management including carrying out performance reviews, 1:1 meetings, development, motivation and effective management of performance issues
- Proven experience of managing a busy call centre during peak periods
- Demonstrable experience of processing income and compliance around data protection regulations
- Experience of working with sensitive data
- Proven experience and working knowledge of the Raiser's Edge database with the ability to analyse data using complex queries
- Understanding of the gift aid scheme
- Experience of identifying key information and supporter insights

Knowledge, Skills and Attributes:

- Educated to degree level or equivalent
- Well-developed communication skills for both verbal and written communications
- Excellent organisation skills, including a well-developed ability to plan and monitor a busy workload
- Able to work independently as well as collaboratively
- Able to take initiative
- Analytical and pro-active with strong problem solving skills showing sound judgement
- Ability to work in a methodical manner with excellent attention to detail
- Good understanding of Direct Debits and the administration of gifts to BACS
- Excellent telephone manner and the ability to provide excellent customer service
- The ability to remain positive and helpful when dealing with difficult enquiries
- The ability to build, manage and develop relationships within an organisation and across internal teams
- Results focused, with an ability to plan and deliver against objectives
- Good standard of literacy and numeracy
- Excellent time management skills

Personal Qualities:

- Willingness to work longer hours including weekends and during peak campaigns
- Strong team player and collaborative worker
- Confident in dealing with a range of stakeholders

Desirable Criteria:

- Management qualification
- Customer service training/qualification
- Good understanding of charity income streams and how projects are funded
- Experience of working in the international development sector
- Volunteer management experience.