Job Description

Job title	**Supporter Services Administrator – 18-month fixed-term contract**
Reporting to	Supporter Services Manager
Staff responsibility	None
Key Relationships	
Location	Swindon based (with some flexibility to work from home)

What we do

Around the world, we're translating, producing and distributing the Bible, helping people learn to read it and relate it to their everyday life, and equipping pastors, teachers and other Bible communicators to promote its message. In England and Wales, we're resourcing churches and individual believers to increase their confidence in the Bible, and working to change the perception of the Bible in wider culture. We believe the Bible is God's gift to the world, and we want everyone to discover its message for themselves.

Summary of role

Deliver a positive supporter experience by meeting the responsibilities and requirements of the role within the team. Deliver a timely and effective service to supporters of Bible Society, our volunteers and internal staff. Provide professional and effective support for projects and activities led by other departments, which require the services of the team.

Assist in all tasks associated with the maintenance of our database and the processing of supporter donations, including Direct Debits, Standing Orders and bank payment files.

Main responsibilities

- Enter new Supporter information into the database, ensuring consistency and accuracy
  - Includes the creation of records for individuals, churches and organisations
- Ensure that supporter records are regularly maintained with accurate and up to date information and reflects supporter wishes regarding mailing communications, marketing consent and Gift Aid status
- Process all donation income through the database following set processes
  - Process Memory, celebration and gifts in kind, ensuring supporter wishes are reflected and appropriate acknowledgement sent
- Process debit/credit card donations, adhering to PCI compliance and shredding card details once transaction complete
- Process and administer Gift Aid Declarations to adhere with HMRC audit requirements
- Process and administer Gift Aid claims on a monthly basis
- Handle and manage data imports, uploading and downloading

- Manage the Direct Debit process, including setting up new instructions, the timely submission of four payment collection dates per month and dealing with BACS reports to ensure compliance with the Direct Debit rules and regulations
- Process standing order, BACs payments and third-party agency payments in accordance with agreed schedule
- Set up and maintain membership subscription schemes, including Rooted, Bible a Month and Open the Book
- Adhere to GDPR (General Data Protection Regulations) policies and regulations when processing personal data
- Take part in a financial audit once a year, retrieving documents, identifying donation income and satisfying auditors of the correct allocation of funds
- Assist in the opening and sorting of incoming mail
- Process orders for supporters effectively
- Deal with and respond to complaints and feedback with empathy and grace. Escalate complex issues accordingly, including identifying potentially vulnerable people
- Liaise with external suppliers and the mailing house to ensure supporters receive orders and 'Thank You' letters within agreed standard lead times
- Correspond with supporters regarding processing queries via email, postal or telephone as appropriate
- Assist and act as holiday cover in the Postal Administration department to:
    - Deal with and process any returned post, including 'gone away'
    - Work within a specific timeframe to ensure that all parcels are sent – complete with paperwork – and meet the expected delivery date

General

- Adhere to our policies and standards in all areas of your work
- Carry out ad hoc duties that may be required to ensure we maintain our effectiveness
- Participate fully in the corporate life of Bible Society, by attending All Staff Meetings and departmental meetings as required

Who we need

Qualifications

- GCSE in English and Maths or NVQ equivalent

Knowledge

- Understanding of reconciliation of donation income
- Able to understand and follow set standards and procedures
- Knowledge of Microsoft Office

Experience and skills

- Administrative experience, preferably within a supporter or customer finance environment
- Practical experience of data, including CRM management
- Excellent administration skills
- Excellent numeracy skills and financial awareness
- Excellent attention to detail
- Able to work independently and under guidance as required
- Able to work and communicate effectively within a team of up to 12 people
- Ensure all processing is carried out accurately
- Able to juggle multiple priorities, delivering work on time or manage expectations proactively where this is not possible
- Experience processing Direct Debits and Standing Orders (desirable)
- Experience managing Gift Aid (desirable)

Personal attributes

- Strong focus on completing tasks timely and accurately
- Level-headed and calm under pressure, even when unexpected demands, problems or issues add to an already busy day

Able to demonstrate how you express Bible Society's organisational values

Culture and character

Culture

We're committed to building on our unique culture, which is based on our Christian faith and seeks to bring out the best in our people.

We want to build a culture that demonstrates our values:

Prayerful – we're honest, attentive and humble, because we work in the sight of God.

Imaginative – we're experimental, creative and dynamic, because we're made in the Creator''s image.

Bold – we're willing to work hard and face hard questions, because we trust each other.

Skilful – we study, learn and practise, making the effort to serve others with our best.

Joyful – we enjoy our work and seek to build others up, because we're designed to flourish together.

Character

As well as recruiting for talent, experience and expertise, we're interested in the character of our staff. We'd like to know how you demonstrate the following:

Character for leadership – you'll be self-aware and know what it takes to connect well with others, enabling you to inspire, challenge and support them.

Character for teamwork – you'll have strong interpersonal skills, loyalty to and respect for colleagues, and a collaborative style of solving problems through a shared sense of common mission and purpose.

Character for followership – you'll be committed to our vision and mission, and will constructively and proactively support these so we operate effectively.

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