

SUPPORTER

CARE

OFFICER

JOIN A FORWARD THINKING
RESEARCH CHARITY



JOIN A FORWARD THINKING RESEARCH CHARITY

Animal Free Research UK is the leading charity working to create a world where human diseases are cured faster without animal suffering. By pioneering excellence, inspiring and supporting scientists and influencing change, we are ending the use of animals and improving medical research.

Our vision is a world where human diseases are cured faster with animal-free human-specific technologies.

Our purpose is to accelerate scientists' transition from using animals to using new approach methodologies in medical research.

Our mission is to champion better medical research for the good of animals, patients and science.

Our values are:

- **Rigorous and evidential** – we champion relevant, reliable research. We bring together researchers dedicated to thoughtful, evidenced-based, human-focussed science.
- **Pioneering** – we place ethics at the heart of science through innovative, solutions-focused research. We unite science and technology to drive forward scientific discovery.
- **Compassionate** – we care deeply about people and animals. Our ambition to end suffering is underpinned by respect, integrity and transparency.

We believe using animals in medical research is unethical, costly and ineffective - with over 90% of new drugs tested on animals failing to benefit human health.

That's why we support scientists at the forefront of the laboratory revolution which is replacing animal use with cutting edge technologies such as 3D organ-on-a-chip, and why we're calling on policy makers to modernise medical research.

The long-term impact we seek to achieve is research and development of new treatments for human diseases that is animal-free from laboratory bench to patient bedside.

Join our award-winning team and make a life-saving difference to people and animals.

Working as part of the Development team, this new role will play an integral part in driving our fundraising efforts and therefore accelerating the transition from using animals to using human-specific technologies in medical research.

Together we will create a brighter future for everyone.

JOB PROFILE

Job title:	Supporter Care Officer
Salary:	£29,000 pa
Hours:	Full time (35 hours per week)
Location:	Remote working with occasional meetings throughout the UK
Reports to:	Development Manager

JOB PURPOSE

- Provide first-class supporter care to Animal Free Research UK's supporters
- Steward the charity's cohort of community fundraising ambassadors and challenge event participants
- Efficiently and effectively maintain the donor database
- Promote best practice in data processes

DELIVERABLES

Provide first-class supporter care to Animal Free Research UK's supporters

- Be the first point of contact for supporter enquiries and comments across all communications channels, including social media, and provide an exceptional supporter care service
- Ensure that all supporter communications are responded to, and gifts are thanked, within agreed internal service level agreements and according to policies and procedures
- Draft and maintain a suite of approved on-brand standard supporter care responses
- Maintain an up-to-date library of standard operating procedures for supporter care processes

DELIVERABLES

Activities may include:

Efficiently and effectively maintain the donor database

- Ensure a complete, accurate, and timely record of all donor, supporter and advocate communication and gift activity in the donor and advocacy CRM databases
- Liaise with the Finance team to ensure gifts are appropriately coded and any issues related to gifts are promptly addressed
- Process cheque, card, cash and CAF donations received through offline channels
- Ensure Gift Aid is claimed and validated against Gift Aid declarations
- Proactively ensure the integrity of the CRM is maintained to a suitably high standard
- Work with colleagues to understand their requirements and perform the selection and segmentation of data for appeals, communications and reporting
- Work with colleagues to continually improve the quality, accuracy, and usability of the donor and advocacy databases

Provide assistance to the Development team

- Assist with the production of the quarterly supporter newsletter; making data selections, writing/proofing copy, and liaising with suppliers
- Steward the charity's cohort of community fundraising ambassadors and challenge event participants, supporting them to achieve their fundraising targets
- Contribute to the development and implementation of the fundraising and marketing strategies, and the development of new products and campaigns
- Carry out any other duties as may be reasonably required

Monitor and evaluate to support continuous improvement

- Contribute to the regular monitoring and reporting on key donor, supporter and advocacy segments and other metrics for senior colleagues, identifying recommendations for improvement, where appropriate
- Own the monitoring and reporting for key supporter metrics
- Assist internal stakeholders in designing actionable reports, dashboards, and statistical models

Promote best practice in data processes

- Ensure data storage and data use is created and managed in line with GDPR and fundraising and data protection regulations
- Maintain an up-to-date library of standard operating procedures and guidance that promote and maintain the integrity of data
- Adhere to all other charity policies and procedures

PERSON SPECIFICATION

Qualifications & professional attainments

Essential

- Educated to Level 3 or equivalent through experience
- Experience of working within the charity sector

Technical skills

Essential

- Excellent interpersonal skills; ability to professionally represent the charity as first point of contact to 'communicate' our work across a range of channels (phone, email, social media, in-person)
- Demonstrable experience in providing excellent supporter care, professionally taking both donations and dealing with a broad range of enquiries of often complex subjects
- Excellent written skills across a broad range of communications channels, the ability to adhere to tone of voice guidelines and strictly maintain agreed messaging protocols
- Numerate with excellent attention to detail and capable of fast and accurate data entry
- Experience in producing relevant reports for senior colleagues
- Proven ability to develop and maintain administrative systems, including cloud-based filing systems
- Excellent IT skills including expertise in CRM databases, advocacy tools, Microsoft Office
- Ability to work within the relevant regulatory frameworks

Desirable

- Experience of using Donorfy
- Experience of supporting the delivery of multi-channel fundraising, marketing and communication activities

Competencies

- Dedication to the mission and goals of Animal Free Research UK
- Understanding of and desire to work within a fundraising context
- Ability to deal with difficult conversations, remain assertive and positively resolve conflict
- Highly organised, able to prioritise appropriately
- Driven to take initiative to set up, maintain and ensure continuous improvement of first-class donor, supporter and advocate care processes
- Superb interpersonal skills and relationship-building abilities, with the personality to work collaboratively with colleagues and stakeholders, and to present a professional and positive image of Animal Free Research UK
- A positive and flexible approach to work and willingness to work occasional unsociable hours as necessary

HOW TO APPLY

Please apply by visiting our website www.animalfreeresearchuk.org/work-for-us and follow the link to our online application form where you can upload a copy of your CV and covering letter.

Closing date: Wednesday 8th May 2024

If you have any question in regard to the role, please contact recruitment@animalfreeresearchuk.org