

PLAN INTERNATIONAL UK JOB PROFILE

Job Title	Supporter Income Executive
Directorate	Fundraising and Supporter Engagement
Unit	Supporter Engagement and Operations
Grade	5
Salary	£35,119 per annum
Hours	Full-time - 5 days (34.5 hours) per week
Contract type	Permanent
Location	UK based working from our offices near Old Street, London. We operate a hybrid working model, where staff split their time between working at home and in the office.
Reporting to	Supporter Income Manager
Responsible for	n/a

Overview

Plan International UK is a global children's charity striving for an equal world. One where every child can reach their full potential and every girl can choose her own future.

We bring people together to protect children's rights and keep girls safe, in school and in control of their bodies – even when disaster strikes. And we won't stop until we are all equal.

You can find out more about Plan International UK and our work [here](#)

To find out more about working at Plan International UK please visit our [careers site](#).

The Supporter Engagement and Operations team is the heart of our supporter engagement and customer services at Plan International UK, working together to ensure that Plan International effectively communicates with its supporters and delivers key logistical requirements for our fundraising – to ensure the smooth functioning of our day-to-day operations.

Job Purpose

To record and maintain supporter details, transactions, and preferences with accurate marketing codes in line with data governance rules – and ensure our supporters receive excellent service.

Key Deliverables	Key Responsibilities
Direct Debit Administration	<ul style="list-style-type: none"> • Provide support for the monthly Direct Debit claim file • Carry out imports/exports of various Direct Debit data files • Problem solve supporter records • Provide Direct Debit guidance to internal staff
Gift Aid Management	<ul style="list-style-type: none"> • Create Gift Aid declarations • Provide Gift Aid support to internal staff • Manage Gift Aid FAQ's • Manage all Gift Aid administration

Income Processing	<ul style="list-style-type: none"> • Process donations generated through various online giving platforms • Process income generated by Payroll Giving • Process Standing Order donations • Process Credit Card donations • Process income received directly into our Bank • Process refunds • Income reconciliation • Carry out other income processes as required
Other Duties	<ul style="list-style-type: none"> • Act as a subject matter expert, supporting fundraising colleagues to maximise the success of activities, e.g. during appeals • Provide best practice Data/Gift Aid guidance to colleagues • Provide training and support for new starters • Test new systems and processes ensuring they are fit for user purpose • Write and update process manuals • Maintain efficient filing system for audit purposes • Liaise and support other teams to deliver an exemplary supporter journey • Carry out quality assurance processes • Contact external agencies when required to resolve problems • Work as a supportive member of the team, providing cover for other team members as required and appropriate • Attend and contribute to regular team, Unit and Directorate meetings and working groups as applicable • Be an ambassador for Plan International UK and its supporters, supporting the delivery of the Plan's vision and ensuring that the charity's profile and reputation are enhanced • Any other duties as directed by and agreed with the Supporter Engagement and Operations Lead and/or Supporter Income Manager

General	<ul style="list-style-type: none"> • Ensure that all activities undertaken on behalf of Plan International UK, externally or internally, are in line with the overall aims and values of the organisation and with Plan's policies and procedures • Participate in training and other activities as required
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Awareness and Representation	<ul style="list-style-type: none"> • Commitment to Plan International UK's position on promoting girls' rights and gender equality, diversity and inclusion and anti-racism and integrating this into all aspects of your work
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Level of Safeguarding Responsibility	<p>Standard – No direct contact with children, young people or programme participants day-to-day.</p> <ol style="list-style-type: none"> 1. Act as a role model representing Plan International's commitment to non-discrimination and safeguarding 2. Report safeguarding concerns in a timely manner and co-operate in investigations as appropriate 3. Understand the relevance of safeguarding to their role and make sure they mainstream safeguarding in their work in order to fulfil Plan's duty of care <p>A Basic DBS check will be required.</p>
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Level of Budgetary Responsibility	None
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This is not intended to be an exhaustive list. Your job description may be subject to change.

Date Created	March 2024
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PLAN INTERNATIONAL UK PERSON SPECIFICATION

Essential Criteria

- Knowledge of income processing processes and practices, including BACS and Gift Aid Regulations
- Experience in processing income and knowledge of fundraising compliance when processing large volumes of data
- Experience of handling high volumes of routine work whilst retaining a high level of accuracy and excellent attention to detail
- Administrative experience in a busy office environment and including experience of making improvements to systems and process to improve efficiency
- Experience of working in a customer care role in a similar environment with the ability to deal with customers with tact, diplomacy and empathy
- Experience of using systems and databases for data entry
- Good working knowledge of MS office, especially Word, Teams Excel and Outlook
- Awareness of safeguarding and data protection regulations
- Able to work well under pressure and experience of working within a demanding environment and delivering high quality work with minimum supervision
- The ability to meet individual targets and work on own initiative as well as collaborate and work with others to achieve shared goals
- Excellent organisational skills and the ability to prioritise own workload effectively to maintain high service level standards and efficiency
- Solutions focussed, with the ability to identify and propose solutions to drive forward continuous improvement
- Open to change and able to demonstrate a flexible and adaptable approach
- Able to demonstrate a commitment to our [Values and to Feminist Leadership Principles](#) and role model these in all aspects of your work