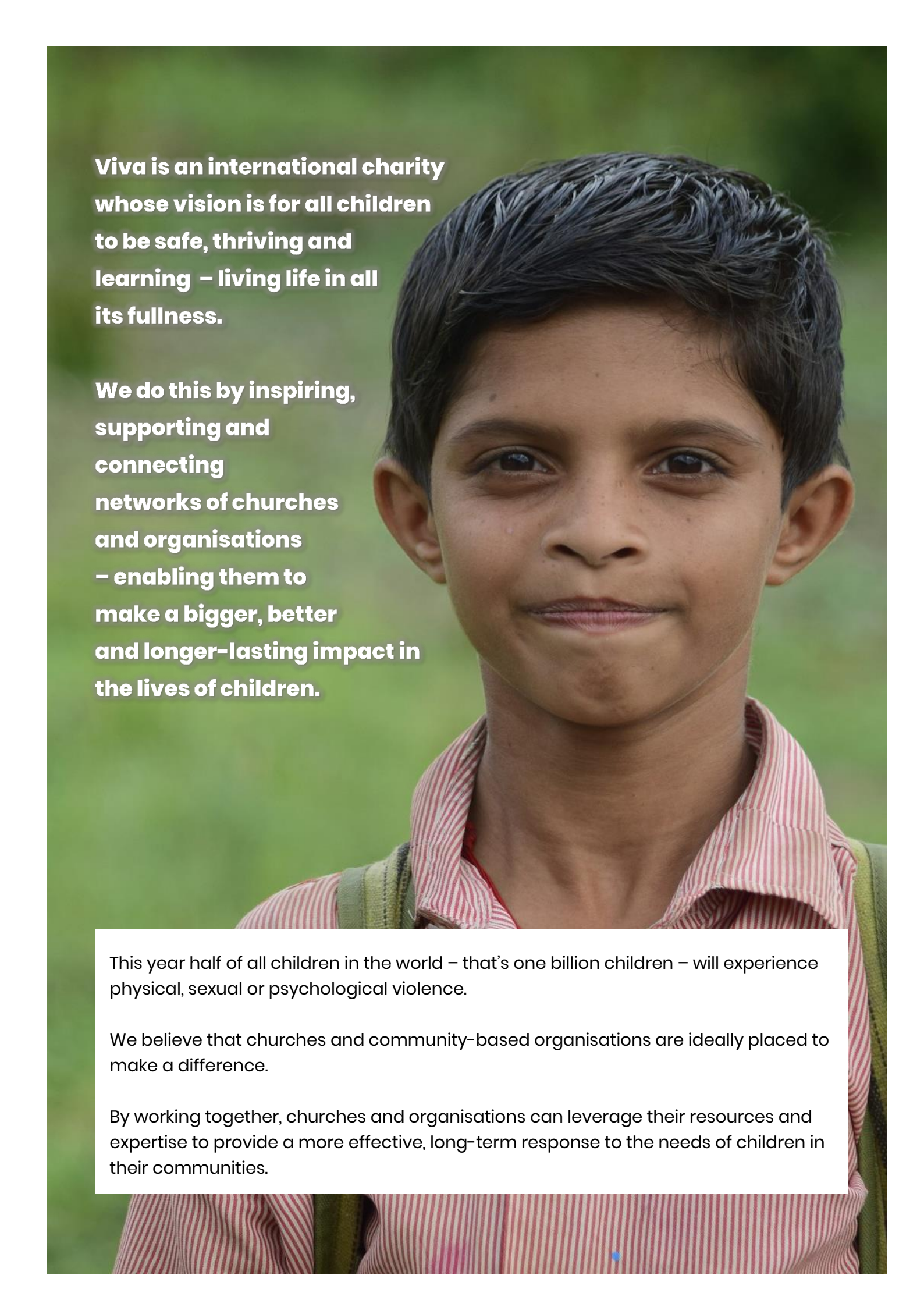




Supporter Care Coordinator

Oxford, UK - hybrid



Viva is an international charity whose vision is for all children to be safe, thriving and learning – living life in all its fullness.

We do this by inspiring, supporting and connecting networks of churches and organisations – enabling them to make a bigger, better and longer-lasting impact in the lives of children.

This year half of all children in the world – that's one billion children – will experience physical, sexual or psychological violence.

We believe that churches and community-based organisations are ideally placed to make a difference.

By working together, churches and organisations can leverage their resources and expertise to provide a more effective, long-term response to the needs of children in their communities.

Working with Viva

We are passionate about making a difference in the lives of children and strengthening those who work with them. Wherever you work, you will be part of our global team, which includes staff across the world – including Latin America, Hong Kong, India, Uganda, UK and the US. Your role will directly contribute to our mission of inspiring, supporting, and connecting networks of churches and community-based organisations, as they work together to make a bigger, better, and longer-lasting impact in the lives of children.

We are motivated by our Christian faith and our faith is at the heart of all we do – we take time to pray together in meetings and share reflections from the Bible together during our weekly all-staff meetings. Some senior or other roles are subject to an occupational requirement to be filled by practising Christians because of this. We are welcoming of those of all faiths and none.

Our culture

We are a friendly, welcoming team who enjoy working and having fun together.

- We understand and share our impact
- We are connected and collaborative
- We value one another
- We are committed to learning and growing
- We are focused and fruitful
- We work with integrity and transparency

As a global team we are intentional about finding ways to connect regularly with one another, both in-person and online.

“Viva has forged a distinctive path within the world of international relief and development organizations. We believe Viva’s model is one with strong promise for ultimately advancing large-scale, sustainable transformation in the lives of vulnerable children in the countries it serves.”

- Sagamore Institute, 2018

“I’ve been impressed by Viva as we’ve really worked more internationally and developed new and impactful programmes with amazing speed. I’m proud to be part of Viva.”

- Comments from our most recent staff survey

“I have really appreciated the support, flexibility, and care that Viva has offered.”



Our impact

By joining Viva, you become part of a worldwide team committed to changing children's lives in 28 countries. Just like the 45 networks with whom we partner, we know that when we work together, we can achieve more for children, young people and families living in disadvantaged communities.

Through our work last year:

- **1.2 million** children globally were impacted
- **4,000** girls went back to school through the UK government-supported education programme in Uganda
- **174,000** people in 15 countries were reached with positive messages about better treatment of children
- **427** different 'collective action' programmes were run to meet children's needs on a deeper level around themes including education, strengthening families and empowering girls
- **37** city and country-wide child protection laws and policies were influenced

How we do it

In 2022-23, £2.2 million was raised for this work through the generosity of hundreds of individuals, churches, trusts and institutions. On average, 83p of every £1 raised is spent directly on our charitable activities with vulnerable children.

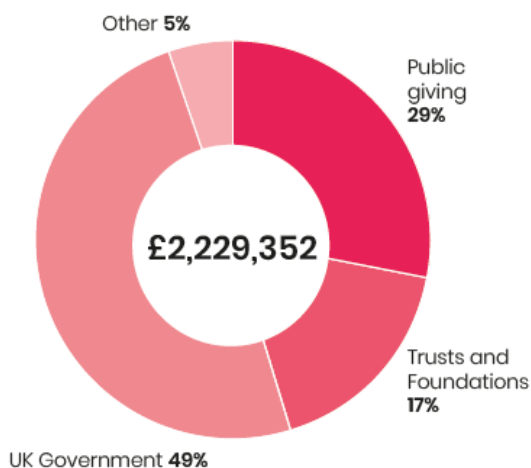
From the unrestricted public giving:

- **60%** is from Major Donors
- **31%** is from Individuals
- **9%** is from churches' and other groups' donations

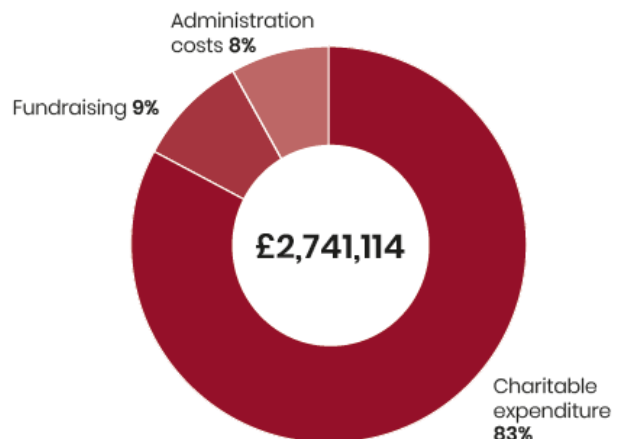
"I have learned so much about how to face the challenges. Becoming a teacher has helped me to grow in my own self-esteem. Viva programmes have played a very big part in my life and I thank Viva."
(Young woman in India, helped by the local network as a child and now volunteering for them)

"In my 25 years of interacting with all of the development agencies across the world, large and small, I still have not come across one that I find so inspirational, genuinely participatory and beneficiary led, as Viva. I pray that many thousands more vulnerable children will know hope."
(Major Donor)

Global income



Global expenditure



Job description

Location:	Oxford, UK, hybrid – some time will be needed in the office on a weekly basis but the exact split of office/home working time can be decided in conversation between the successful candidate and line manager.
Hours:	Full or part time: 3.5-5 days a week (26 – 37.5 hours) which can be worked flexibly
Salary:	£27,000 to £29,000 per annum (pro-rata if part time)
Reporting to:	Interim Director for Fundraising & Engagement

Job purpose

As Supporter Care Coordinator you will play a key role in Viva's Fundraising & Engagement team, building relationships with and providing exceptional supporter care to our donors – including individuals, churches and community groups. Your high level of organisation, strong administrative skills and love of engaging with a variety of people will ensure that Viva's supporters have an excellent and personalised giving experience. Through all this you will play a vital role in supporting Viva's core mission of effectively responding to the needs of vulnerable children around the world.

Your responsibilities will include:

- **Supporter engagement** – personally engaging with donors by email, letters, phone or in person
- **Supporter care administration** – ensuring accuracy in reporting and recording donations
- **Coordination of Fundraising & Engagement team** – supporting team communication and the Director for Fundraising & Engagement in team administration
- **Operations and office support** – ensuring Viva's UK office runs smoothly

Key responsibilities

Responsibilities will include:

Supporter engagement:

- Giving excellent, personalised donor care to supporters by email, letter or phone call, maximising loyalty and engagement with Viva
- Responding quickly and helpfully to incoming phone calls to the Viva office
- Helping organise Viva-run events e.g. UK-based supporter events, or Viva's presence at external events
- In collaboration with the rest of the Fundraising and Engagement Team, supporting donors to maximise engagement and income when organising events and fundraisers

Supporter care administration:

- Being the first point of contact for identifying and responding to donations:
 - Identifying, processing and coding donations from a range of sources including cash, cheque, credit card, bank transfer, PayPal, Stewardship, CAF
 - Checking direct debits and standing orders and following up anomalies swiftly
 - Entering details into CRM system as required

- Supporting Viva's Operations Manager in the maintenance and development of the CRM database, ensuring that fundraising records are kept up-to-date and accurate.
- Coordinating the implementation of mailing campaigns (mail merging letters in bulk, liaising with suppliers)
- Producing weekly donations reports

Coordinating Fundraising & Engagement team

- Coordinating regular team meetings for the Fundraising and Engagement team
- Supporting the Director for Fundraising & Engagement in team administration

Operations and UK office support:

- Opening all post and scan/send to relevant people (e.g. including finance post)
- Managing office supplies and equipment, making orders as necessary
- Responsibility for office equipment in partnership with Operations Manager
- Acting as the main liaison with CMS (who own Viva's office) about day-to-day office/building issues

Other:

Actively participating in the wider life of Viva (e.g. attending devotions, staff away days)

This job description is written to provide an indicative description of the role and will need to be interpreted and implemented according to the specific needs of the team and/or the Fundraising & Engagement team strategies in place from time to time. The job holder will do all tasks within their level of skill and ability.

Person Specification

	Essential	Desirable
Education/ Qualifications/ Experience	Educated to A Level or equivalent	A fundraising qualification
	Strong experience in a supporter/customer facing role	Experience in a fundraising role/environment
	Significant experience in a wide-ranging administrative role	Experience using CRM systems
Skills & Knowledge	Excellent IT skills in MS Office, especially in Excel and Word	
	Excellent administrative skills	
	Excellent interpersonal and communication skills (written and verbal)	
	Excellent numerical skills	
Capabilities/ Strengths/Personal Qualities	High level of accuracy and attention to detail	
	Confident, friendly telephone manner	
	Keen to learn	
	Able to learn quickly and follow multi-step, complex processes	
	A problem solver	
	Self-motivated, pro-active and flexible	
	Able to work under pressure and meet deadlines	
	Able to work well in a team	
	Able to work well with people of different cultures and nationalities	
	A heart for children at risk	
Additional	Able to come into Viva's Oxford office several times a week for part of the working day	
	Occasional need to work out of agreed hours for events	

Terms, Conditions and Benefits

Salary and Annual Leave

- This is a full- or part-time role for Viva 3.5-5 days a week (26 – 37.5 hours) which can be worked flexibly
- The role is located at our office in Oxford in the UK with the option to also work at home: some working time will be needed in the office on a weekly basis but the exact split of office/home working time can be decided in conversation between the successful candidate and line manager.
- The full-time salary range is £27,000 to £29,000 per annum (pro-rata if part time) depending on experience.
- Holiday entitlement for full-time staff is 25 days per year plus 8 public holidays (pro rata for part-time staff).

Terms of Employment

- The appointment will be confirmed, subject to a satisfactory six-month probationary review and after this time there is a two months' written notice period for both parties.
- We conduct annual performance reviews and it is a requirement of all staff to be familiar with all of Viva's policies and procedures.

Other benefits

- Flexible working options
- Opportunities for learning and development
- Three 'Emergency Days' each year
- A welcoming, caring and supportive environment
- Auto-enrolment pension scheme
- Electric car charging points available at the Oxford office
- A great team to work with!

Please note that you will need the right to live and work in the UK to apply for this role.

Data Protection:

By applying for the above role, you are consenting to your personal data being processed in accordance with the Data Protection Act 2018, GDPR (EU2016/679) and confirming that your personal data may be held and disclosed in the manner contained herein. You acknowledge that this may also include, where relevant, sensitive personal data, relating to yourself. Any information obtained from you or from any other source, will be retained by Viva and/or any of its associated and/or subsidiary companies indefinitely for the purpose of providing you with the services you require. Should you wish to have your data deleted you are to contact a member of the Viva team who will ensure this is carried out in line with Viva's Privacy Policy which can be found [here](#). If your application is successful, your application will become part of your personnel record, otherwise the information will be destroyed after 12 months.

Application process

To apply, please submit both your CV and a covering letter of **no more than 2 pages** explaining why you are applying for the role and how you are suitable for it. The person specification on page 7 of this pack will help you in this.

Please make sure to include a contact phone number and confirm that you have the right to live and work in the UK.

The closing date will be midnight on **Sunday 4 August 2024**. Interviews will be held in our office in Oxford in the week commencing **19 August 2024**.

You can apply through CharityJob (www.charityjob.co.uk) or send your application directly to hr@viva.org

Please do contact us if there are any accessibility-related adjustments we can support you with in the application process.

If you have any queries about the role or anything to do with the application process, please get in touch with Miriam Kniffen, our HR Administrator, at hr@viva.org

We are looking forward to hearing from you!

Viva, CMS House, Watlington Road, OX4 6BZ, UK

Telephone: **+44 (0) 1865 811660** • Website: **www.viva.org**

Viva is an operating name of Viva Network. Viva Network is a company limited by guarantee no. 3162776, registered charity no.1053399, and registered in England at the above address.

