

Supporter Care & Individual Giving Assistant – Job Description

You'll be part of an award-winning Fundraising & Communications Department which prides itself on innovation and collaboration in order to inspire our fundraisers and supporters. We're looking for someone who is ambitious, proactive and passionate about fundraising and who believes in creating a personal and rewarding experience for the UK public to make a difference to the lives of the world's most vulnerable children.

War Child has experienced considerable growth in recent years. We have invested heavily in our fundraising division with the vision to grow our individual supporter and donor base. The Supporter Care & Individual Giving Assistant will support this vital work by: building strong and loyal relationships through face to face, verbal and written communications, playing a key role in supporting the Individual Giving Manager with the delivery of our appeals and engagement communications, as well as ensuring efficient administration of donations and maintenance of accurate database records.

If you share our values and believe that children's lives should not be torn apart by war, we want to hear from you.

Team and Department:	Supporter Engagement, Fundraising & Communications	Contract Type:	Permanent
Place of Work:	Our office is in Camden (NW1). This role is open to a mixed home & office working arrangement	Working Hours:	Full-time is 37.5 hours. This role is open to flexible working including compressed hours, flexi-time and home working
Reports to:	Individual Giving Manager	Salary:	circa £24,000 per annum

About us

War Child is the specialist charity for children affected by conflict. For more than two decades we've been delivering high-impact programmes that are rebuilding lives across Afghanistan, Iraq, the Democratic Republic of Congo (DRC), Central African Republic, Yemen, and now Ukraine. We understand children's needs, respect their rights, and put them at the centre of the solution - from reintegrating children formerly associated with armed groups and armed forces (CAAFAG) in the Central African Republic to reuniting children with their families in Afghanistan. **We look forward to a world in which the lives of children are no longer torn apart by war.** This is a vision that can only be realised through the collective actions of children themselves, communities and their leaders, organisations like War Child, governments and key decision makers.

Our values

<p>Bold</p> <p>We use our passion and creativity to deliver high quality evidence-based work designed to maximise our beneficial impact for children in conflict.</p>	<p>Accountable to children</p> <p>Children can rely on us to respond to their voices and to treat them with respect and dignity.</p>	<p>Transparent</p> <p>We expect to be held to account by our supporters and participants and we respond with openness and honesty.</p>	<p>Committed to each other</p> <p>We support each other to achieve ambitious goals and be the best we can be. We are honest and open, sharing our successes & confronting our challenges.</p>
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Our benefits

- **Flexible working** - we recognise the considerable benefits that flexible working can bring and are happy to discuss any possible flexible working options with our employees from hiring. For most roles, the following types of flexibility are usually possible: flexible hours, occasional working from home and compressed hours.
- **Annual leave** – 28 days per year (full-time) rising to 33 days with service, plus bank holidays
- **Pension** - all eligible employees automatically enrolled into a Group Personal Pension Plan with a 5% employer contribution, with minimum employee contribution on a salary sacrifice basis
- **Family leave** – we offer enhanced maternity, paternity, adoption & shared parental leave
- **Health & wellbeing** - employees may take advantage of a healthcare cash plan and a range of wellbeing initiatives and training. In addition, all employees have access to free, confidential one-to-one wellbeing consultations with trained counsellors.

- **Learning & development** - dedicated to the investment in learning and continuing professional development for all our employees
- Range of flexible benefits such a Cycle to Work scheme and season ticket loans.

How to apply

- Please download the application form here: <https://www.warchild.org.uk/who-we-are/jobs>
- Submit a completed application form and a recent copy of your CV to recruitment@warchild.org.uk. The closing date will be **11:59pm on 28/09/2022**, however, if you would like to be a part of our team, please send your application as soon as possible as we will be reviewing applications and interviewing on a rolling basis.
- Due to limited resources, we will contact only the shortlisted candidates
- If you have any questions about reasonable adjustments before or during your application, we welcome the opportunity to talk about what we can do to fairly adapt our process for you. Please share what you're comfortable with to help us put the right support in place, by emailing recruitment@warchild.org.uk. Anything you tell us will be kept completely confidential by our HR team.
- We are unable to provide sponsorship for this post. In order to apply, you must be able to demonstrate your eligibility to work in the country where this role is based.

Contact information

To explore the post further or for any queries you may have, please contact: Daisy Brown, Individual Giving Manager (daisybrown@warchild.org.uk). For general information about working for War Child please visit: <https://www.warchild.org.uk/who-we-are/careers>

Child safeguarding and Adults at Risk

Our work with children and at-risk adults to keep them safe is the most important thing we do. We are committed to the safeguarding of children and vulnerable adults in all areas of our work. We have **zero tolerance** for any behaviours and practices that puts children and/or vulnerable adults at risk of abuse and/or harm. All candidates selected for interview will be asked relevant child safeguarding question(s) during the selection interview. Successful applicants will be expected to be compliant with and sign up to our Child Safeguarding policy, our Code of Conduct and PSEA: Adults at Risk Policy. You can find the Child Safeguarding and Adults at Risk policy here: <https://www.warchild.org.uk/our-work/policies-and-reports/safeguarding>

Diversity and Inclusion

We value diversity and inclusion and are committed to ensuring that all our people and job applicants are treated fairly, irrespective of where, what or whom they were born, or of other characteristics. We want to offer a safe and inclusive workplace where all our people, especially those who are currently marginalised or underrepresented, can be themselves at work. You can read our Diversity and Inclusion policy on our website, and if you have any questions about our commitment to diversity and inclusion do get in touch: <https://www.warchild.org.uk/our-work/policies-and-reports/diversity-and-inclusion>

Pre-employment checks

Employment with War Child will be subject to the following checks prior to your start date:

- a satisfactory police record check to include a Disclosure and Barring Service (DBS) check and/or an International/National Criminal Record Check, and a clear vetting and Due Diligence check
- receipt of two professional satisfactory references

Supporter Care & Individual Giving Assistant

Your role

As the first point of contact for many prospective new donors and supporters, your role is critical to delivering an excellent supporter experience which leads to a fulfilling and long-term relationship with War Child UK. You are a confident, friendly and empathetic individual who is passionate about great customer care and inspiring supporters to fundraise on our behalf. You will deal with a wide range of fundraising enquiries through phone, email and post and you should be able to work diligently, methodically and using your own initiative.

As our Individual Giving programme at War Child develops and grows, you will play a vital part in supporting the Individual Giving Manager with the delivery and analysis of a range of Individual Giving appeals and communications. This is a fantastic opportunity to develop your skills and experience in this specialist area of fundraising.

You will also be responsible for many of the administrative duties for the Individual Giving and Challenge Event & Community functions. This will include using the database on a daily basis to maintain and update supporter records, banking gifts, cancelling and setting up regular donations, updating marketing preferences, sending out fundraising materials, and thanking supporters. You will also carry out other general administrative tasks for the wider Supporter Engagement team as needed, such as processing invoices and supporting other team members with the procurement process.

You will be well organised, have an excellent attention to detail and be process driven. This is a varied role, that will involve the exciting opportunity for you to gain and develop broad experience in a range of areas of fundraising, and support on the delivery of new projects across the Supporter Engagement Team and wider department.

Your responsibilities

- To be the primary member of the team responding to a wide range of enquiries about fundraising, donating and our organisation via phone, email and post, according to service level agreements and in line with our Supporter Promise.
- To support the Individual Giving Manager with the development of new and existing Supporter Care processes by proactively seeking ways to adapt and improve Supporter Care techniques, and make suggestions to ensure maximum efficiency and excellent levels of Supporter Care.
- To fulfil requests in a comprehensive, timely manner by effectively organising and accessing information, using initiative and working collaboratively.
- To support the Individual Giving Manager with the delivery and analysis of a range of Individual Giving appeals and communications, including sourcing appropriate content (images, case studies etc.) from our Content Hub, and reporting on the performance of our appeals and engagement comms.
- Receiving and banking donations, setting up Direct Debits and sending thank you cards, letters and email updates to supporters.
- To be responsible for sending fundraising resources to fundraisers in a timely manner, managing stock levels and re-ordering materials where applicable.
- Where needed, to support the Challenge & Community Executive with the stewardship of challenge event and community fundraisers via phone, email, social media platforms and in person to ensure all fundraisers are welcomed, thanked and fully supported. This includes being the first point of contact for event registration supporters (e.g. London Marathon fundraisers).
- To listen and respond to complaints and problems from supporters as outlined in War Child's Complaints Handling Procedure, under the supervision of the Individual Giving Manager.
- To record and update supporter data on our in-house database (Salesforce) in a way which is compliant, timely and accurate.
- To maximise opportunities to increase income and lower attrition rates when speaking to supporters (e.g. asking for Gift Aid) and recording changes accurately on the database.
- To maintain and create key Supporter Engagement processes and resources, such as correspondence templates.
- To undertake a range of general administrative tasks including invoice processing and support on specific projects where needed, such as overseas trips.
- To attend fundraising events as required and represent War Child UK. This may include working occasional evening and weekends.

- To be compliant with all relevant laws, best practice and War Child UK policies, such as the Fundraising Regulator Code of Conduct, the Data Protection Act and Institute of Fundraising best practice when handling supporter data and liaising with supporters.
- Contribute to creating a culture committed to the safeguarding of children and adults and compliant to WCUK's Child Safeguarding and Adults at Risk Policies.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

You are:

- Experienced in delivering high quality customer or supporter care using phone and email that informs, motivates and inspires others; charity/NGO sector experience would be an advantage but not essential to be considered for this role.
- A natural people-person, who is friendly, empathetic, and enjoys communicating with supporters over the phone and in writing.
- Experienced in carrying out administration tasks and processes, with good knowledge of Microsoft Office.
- Highly organised and have a 'can do' attitude, proactively looking for ways to improve the support on offer.
- A flexible team player, able to work under your own initiative, take instructions from others, and go the extra mile to service supporter needs.
- Strong and proactive in your approach to managing your own workload, and are able to work to tight deadlines and multitask at short notice in a busy environment.
- Experienced in using CRM databases to record information promptly and accurately.
- Able to demonstrate excellent written and spoken English with a confident and professional manner on the phone and in person.
- Able to articulate and promote War Child's aims, mission, policies and work.
- Someone with excellent attention to detail and good numeracy skills.
- Passionate about supporting and helping others.

Your team

