Supporter Care Assistant - Job Description

You’ll be part of an award-winning Fundraising and Marketing department which prides itself on innovation and collaboration in order to inspire our donors, 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.

This role is part of the Supporter Engagement team and is responsible for delivering excellent service to War Child fundraisers, donors and prospective supporters, building strong and loyal relationships through face to face, verbal and written communication and 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.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Fundraising &amp; Marketing</th>
<th>Contract Type:</th>
<th>Fixed Term Contract (until 31 December 2019)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place of Work:</td>
<td>London, NW5</td>
<td>Working Hours:</td>
<td>Full Time, 37.5 hours per week</td>
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<td>Reports to:</td>
<td>Head of Supporter Engagement</td>
<td>Salary:</td>
<td>£21,118 - £24,496 per annum</td>
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</tbody>
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War Child, the charity for children affected by war. We are a specialist charity for children in conflict, delivering high-impact programmes that are rebuilding lives across Afghanistan, Iraq, Uganda, the Democratic Republic of Congo (DRC), Central African Republic and Yemen. We understand children’s needs, respect their rights, and put them at the centre of the solution - from reintegrating child soldiers in the Central African Republic to upholding the rights of children caught up in juvenile justice 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**

**Bold**
We use our passion and creativity to deliver high quality evidence-based work designed to maximise our beneficial impact for children in conflict.

**Accountable to children**
Children can rely on us to respond to their voices and to treat them with respect and dignity.

**Transparent**
We expect to be held to account by our supporters and beneficiaries and we respond with openness and honesty.

**Committed to each other**
We support each other and our partners to achieve ambitious goals and to be the best we can be. We are honest and open with each other, sharing our successes and confronting our challenges.
Your role
Your role is critical to delivering an excellent supporter experience for anyone wanting to find out more about War Child and how they can make a difference to children’s lives. You are a confident and friendly individual who is passionate about fundraising. You will be the first point of contact for all fundraising enquiries through phone, email, post and face to face and you should be able to work under your own initiative. You will be responsible for all administrative duties including data and income processing, banking and thanking. You have a willingness to learn new skills and meet new people.

Your responsibilities
- To be the primary member of the team for processing and reconciling donations to keep our fundraising database accurate.
- To work closely with the UK finance team on monthly income processing to ensure accurate reporting and tight deadlines are met.
- To be the primary member of the team to deal with donations, thank you postcards and letters and donor queries by post, email and over the phone.
- To build strong and loyal relationships with all challenge and community fundraisers via social media, phone, email and in person, making sure that each fundraiser is welcomed, thanked and fully supported.
- To attend fundraiser events as required to represent War Child and present our work. This may include working occasional evening and weekends.
- To be primary contact for fundraiser event registration; send fundraising resources to fundraisers in a timely manner and to manage stock levels and re-order materials where applicable.
- To record and update supporter data on our in-house database (Salesforce) to ensure compliance, data protection and data integrity.
- To maximise on Gift Aid opportunities and to record accurately on the database.
- To be compliant with Fundraising Regulator Code of Conduct and Institute of Fundraising best practice.
- To undertake a range of general administrative tasks.

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 the telephone and email; supporter care in the charity/NGO sector would be an advantage.
- Experienced in administration in an office setting, with good knowledge of Microsoft Office.
- Able to work under own initiative, instruction from others and as part of a team.
- Able to use databases to record accurate and up to date information.
- 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.
- Able to organise your time and own workload effectively and able to work to deadlines in a busy environment.
- Attentive to detail and have good numeracy skills.

All candidates for roles based in London are required to have the right to work in the UK.
Your team

- Head of Supporter Engagement
- Individual Giving Manager
- Challenge & Community Executive
- Digital Manager
- CRM Manager
- Digital Officer
- You

Our benefits

- Flexible working arrangements
- 28 days annual leave per year, rising to 33 with service (pro-rata for part time roles)
- Range of wellbeing initiatives and training
- Investment in training and development
- Up to 4 paid volunteer days per year
- Group Personal Pension Plan
- Opportunity to participate in fundraising events
- 1-1 wellbeing consultations with trained counsellors
- Enhanced maternity, paternity & shared parental leave
- Group Life Insurance
- Cycle to work Scheme
- Season Ticket Loan

Child safeguarding
Our work with children to keep them safe is the most important thing we do. We are committed to the safeguarding of children in all areas of our work. Successful applicants will be expected to be compliant and sign up to our Child Safeguarding policy, which you can read here: https://www.warchild.org.uk/whats-happening/news/our-child-safeguarding-policies-and-procedures

Contact information
To explore the post further or for any queries you may have, please contact: Helen Pattinson, Director of Fundraising & Marketing, helenp@Warchild.org.uk

For general information about working for War Child please visit: https://www.warchild.org.uk/who-we-are/working-war-child
How to apply
• Please download the application pack from https://www.warchild.org.uk/who-we-are/jobs
• All applications must be sent to recruitment@warchild.org.uk by 11:59pm on 22/09/2019
• Due to limited resources, we will contact only the shortlisted candidates
• Interviews will be held the week commencing 30/09/2019

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 Criminal Record Check, and a clear vetting and Due Diligence check
• receipt of three satisfactory references
• proof of eligibility to work in the UK