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| Job title:  **Supporter Relations Lead** | Responsible to:  **Head of Supporter Services and Engagement** | Location:  **Whale Island, Portsmouth** |
| **Role**  Reporting to the Head of Engagement and Supporter Relations, the Supporter Relations Lead will deliver an efficient and conscientious administrative support. They will understand and complete procedures to facilitate the day-to-day running of the engagement department including importing data into the CRM (Blackbaud Raisers Edge)  The role holder will assist and advise supporters and visitors through a variety of communication methods. They will act as the ‘voice’ and ‘face’ of the RNRMC representing the charity in a professional manner at the first point of contact. Assist with all activities which help to raise funds (including the preparation of proposals and reports, audio-visual materials, appeals, events and accurate record-keeping). Proactively-actively engage and build lasting relationships with supporters from within the Naval Service and affiliated groups, the wider public and corporate sector.  The role folder must be able to fit into a small, busy and growing team where the tasks require enthusiasm and focus. As part of the Supporter Relations Team, they will support with the supervision of the Supporter Relations Administrator | | | |
| **Raisers Edge**   * To be a fully competent CRM user * To prepare advanced data, reports and queries for the rest of the fundraising team * To liaise with the data manager and Blackbaud customer services to diagnose and solve any problems within the database * To carry out regular data maintenance tasks including general data cleansing, merging duplicate records, data checks and imports * Ensure that all consent data being entered into the CRM is accurate and conforms to GDPR guidelines * To complete the reconciliation of online payment platforms and importing donor data and payments * To process and monitor income from a range of online payment platforms, to include Online Express, Facebook and JustGiving * To provide day-to-day fundraising support to the team, including processing daily gifts, coding them accurately, exporting to Raiser’s Edge and thanking as appropriate   **Supporter Relations**   * To provide administrative support to the engagement team including editing/compiling and dispatching reports where required. * To liaise with the Grants and Marketing departments in order to provide feedback to donors on how their gift is used. * To ensure all incoming enquiries and correspondence (received via phone, email, and letter or in person) are dealt with correctly and in a timely manner. * To accurately and efficiently administer donations and generate tailored thank you letters. * To monitor and track the fundraising assets (collecting boxes, banners, etc) to ensure they are appropriately and efficiently issued and returned. * To ensure the highest levels of donor care are upheld in order to maintain supporter loyalty. * To motivate and develop effective relationships with donors and fundraisers from within the naval family and beyond to ensure supporter retention. * To monitor and process funds received online and engage appropriately with donors promptly * Manager third party sites including Run for Charity to encourage supporters to sign up to challenges.   **Supervision of the Supporter Relations Administrator**   * Supervise all Fundraising administration support staff * Responsible for the training of all administration support staff provided to the Fundraising Team * Create training opportunities and some support materials including the use of of videos and guides   **General**   * To represent the RNRMC in a polite and professional manner. * To fulfill postage requirements both internally and externally using Parcelforce. * Act in accordance with the Memorandum of Understanding between the Royal Navy and the RNRMC * To undertake any other task as directed by the line management. * To work with the Finance department to process the weekly banking and input donations from various income streams onto the CRM in a timely manner and to ensure support to the finance team to reconcile income. | | | |
| **Person Specification**  **Qualifications**  The role holder should be educated to GCSE level or equivalent standard.  **Knowledge & Experience**  **Essential:**   * Experience of undertaking administrative tasks. * Good knowledge of and experience using Excel * Experience of Microsoft Office applications (Outlook, Word, and PowerPoint). * Experience of working for a charity or not-for-profit organisation. * Working knowledge of Gift Aid. * Experience of working with a charity or business CRM system.   **Desirable:**   * Experience of working in customer-facing roles * Demonstrable experience in effective running of the donation process, including gift aid data entry, outgoing receipts and letters * Proficient user of Microsoft O365 suite of tools * An understanding of HM Forces and the Services environment   **Skills**  The role will see the post holder having frequent contact with people from both within and outside of the organisation, and they must therefore have:   * An analytical and logical approach to tasks * Strong prioritisation, time-management and organisational skills * Flexibility and the willingness to learn new skills * Able to use own initiative when working independently * Capability to work as part of a team, with the ability to support and train colleagues * Excellent written and verbal communication skills   **Attributes**   * Self-motivated with the ability to use own initiative * Ability to manage multiple tasks to time deadlines * Strong attention to detail and accuracy * Able to give and receive constructive feedback in a measured and positive manner * A polite and professional manner * A team player with an approachable and cooperative attitude * Dependable – reliable with a determination to fulfil expectations * Integrity – honest and ethical approach essential * Resilient – able to deal calmly and effectively with unforeseen problems * Empathy and support for the values, aims and objectives of the RNRMC | | | |