



**Job Title:** Senior Supporter Relations Officer

**Reporting to:** Supporter Relations Manager

**Department:** Communications & Fundraising

**Job Type:** Full-time, permanent

**Hours:** 37.5 hours per week

**Salary:** £26,000-£28,500 per annum plus 7% employer's pension contribution

**Location:** Office based at ARUK's new office in Brentford, West London. A Rocha UK has a flexible working policy and the post holder will have the option to work from home two days a week.

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**Context:**

A Rocha UK is the largest Christian conservation charity in the UK, mobilising Christians and churches to care for the environment. From just one local conservation project in Southall 20 years ago, our work has grown so that we now have a national reach - helping churches, advising Christian land managers, and supporting individuals and families to care for the natural world around them to the benefit of all in the community.

In the face of accelerating climate change and species loss, this year we have launched a new vision and strategy for the next five years, setting out what we are seeking to achieve on a national scale. This includes seeing land owned by Christian organisations being managed for nature; local churches and Christians engaging in practical action to protect nature and address climate change; and the general public benefitting from access to nature on land owned or managed by UK churches, Christian organisations and individuals.

As more Christians and churches are looking for ways to engage with and take action for nature, our supporter numbers are growing rapidly and we are looking to develop the supporter experience. To support A Rocha UK's strategic aims we are now recruiting a full-time Senior Supporter Relations Officer to join our national office team and take a leading role in increasing our supporter base, providing enhanced supporter care, and

developing new fundraising and supporter experience initiatives. This new post will work closely with the other Supporter Relations staff within our Communications & Fundraising team.

We are looking for someone with experience of working in a fundraising or supporter relations role who is looking for a new challenge. Good knowledge of using a CRM database and of online giving and communication platforms would be an advantage as we develop the use of our database and its integrations and become more digital in our approach.

### **Purpose of Job:**

To provide excellent supporter care for potential new and existing supporters, which encourages them to engage with or deepen their engagement with A Rocha UK. To work with the Fundraising & Communications team in enhancing our supporter stewardship, implementing new initiatives to grow our supporter base, developing the supporter experience, and ensuring the provision of an efficient supporter management system. This post will have a particular focus on developing fundraising initiatives, online giving opportunities and enhancing the supporter experience for individual supporters and donors.

### **Key responsibilities:**

#### **Fundraising**

- Assisting the Head of Communications and Fundraising in researching, developing and implementing fundraising initiatives to increase donations from individual donors
- Taking a lead in developing fundraising appeals and new initiatives to recruit new donors
- Developing A Rocha UK's presence on online giving platforms
- Developing DIY fundraising and building relationships with fundraisers

#### **Supporter engagement**

- Taking a lead in developing rich supporter journeys for individual supporters and donors that help to establish and deepen lifelong engaged relationships with supporters
- Acting as the lead contact for individual supporters and donors
- Developing and implementing new supporter experience initiatives
- Delivering excellent customer care for existing and potential supporters
- Recognising fundraising, engagement and retention opportunities when corresponding with supporters
- Assisting with the organisation of A Rocha UK supporter events and attending events where required on behalf of the Supporter Relations Team

#### **Data management**

- Keeping up to date with CRM database developments and functionality and helping to ensure that we maximise the use of our database

- Assisting the Supporter Relations Manager in implementing new integrations and processes that will enhance the operation of our supporter care and donation processing work
- Entering and maintaining supporter data on the database
- Assisting with preparing mailing data for supporter communications and undertaking data housekeeping with database integrations
- Assisting with the provision of data, reports and analyses on supporter and donation activity
- Developing use of other analytical tools
- Assisting with training others in the use of the CRM database

### **Donation processing**

- Processing incoming donations from a variety of channels including postal donations, online bank transfers and from online giving platforms
- Entering donation data on the CRM database and ensuring that donations entered reconcile with bank statements
- Maintaining standing order and Gift Aid Declaration records
- Contributing to reviewing and developing efficient donation processing systems and procedures, in particular developing automatic or digital systems to replace current manual or paper-based systems

### **Other activities**

- Contributing to Communications & Fundraising team meetings and to the planning and discussion of the team's activities
- Assisting with other administrative tasks or projects for the Communications & Fundraising team as required
- Contributing to the wider team life of A Rocha UK

### **Person specification:**

#### **Essential requirements**

- Educated to degree level or equivalent appropriate experience
- Friendly communicator with a strong people focus
- Excellent administrative skills
- Able to thrive in a busy office with multiple on-going tasks and working with both office-based and remote staff and volunteers
- A Rocha is a non-denominational Christian charity with a deep commitment to our faith, community and cross-cultural collaboration. This requires all staff to participate fully in the spiritual and prayer life of the organisation and so there is a specific operational requirement for the post-holder to be a Christian.

## Key competencies & skills

### Essential

- Experience of working in a fundraising or supporter relations role
- Experience of providing supporter care
- Experience of using a CRM database
- Excellent organisational and multi-tasking skills
- Able to prioritise workload and meet deadlines
- Excellent written and spoken communication skills, with a good telephone manner
- Able to work with a high level of accuracy and attention to detail and good numerical skills
- Demonstrably a good team player who can contribute effectively to the team and be able to work independently
- Good people skills
- A quick learner
- Good IT skills, in particular using spreadsheets and running database reports

### Desirable:

- Experience of running fundraising appeals
- Familiarity with online giving platforms
- Experience of using CRM database integrations with other platforms (for online donations, communications and events)
- Strong interest in the environment
- Member of the Institute of Fundraising

### Application details:

To apply for the Supporter Relations post, send a CV of no more than two pages including the names/contact details of two referees, along with a covering letter explaining why you want the job and how you meet the job specification, to Jo Calcutt, Supporter Relations Manager, at [ukjobs@arocha.org](mailto:ukjobs@arocha.org). Please note that referees will not be contacted unless a job offer is made.

The advert will be live on the A Rocha UK website whilst we are actively recruiting for this role. Applications will be processed upon receipt.