



**Job Title:** Supporter Relations Assistant

**Reporting to:** Supporter Relations Manager

**Department:** Communications & Fundraising

**Job Type:** Permanent

**Hours:** We are advertising this post at 22.5 hours per week (0.6 FTE) preferably over 5 days, but there may be some flexibility for the right candidate

**Salary:** £21,500-£24,500 per annum pro rata plus 7% employer's pension contribution

**Location:** A Rocha UK's office in Brentford, West London

-----/////-----

**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 two new Supporter Relations posts to join our national office team. The Supporter Relations Assistant will process donations from individual donors and provide enhanced supporter care for our individual supporters and donors.

We are looking for someone with excellent admin skills to assist the Supporter Relations Team. While this new post is being advertised as 22.5 hours over 5 days, for the right candidate there may be some flexibility in the number of hours/days worked.

### **Purpose of Job:**

To assist the Senior Supporter Relations Officer with supporter care for individual supporters and donors, process donations from individual donors, maintain accurate supporter and financial database records, handle enquiries and distribute resources.

### **Key responsibilities:**

#### **Donation processing**

- Maintaining an accurate log of donations received by the office
- Entering donation data from all sources on the CRM database
- Maintaining standing order and Gift Aid Declaration records
- Assisting the Senior Supporter Relations Officer with thanking individuals for their donations

#### **Data management**

- Entering and maintaining supporter data on the CRM database
- Ensuring that both supporter and donation data is recorded accurately and following up any issues or inconsistencies with the data
- Signing supporters up for eCommunications
- Assisting with data housekeeping to ensure that data coming into the database from integrations with other platforms is accurate

#### **Supporter engagement**

- Delivering excellent customer care for existing and potential supporters
- Assisting with handling telephone and email enquiries to A Rocha UK

#### **Resources**

- Assisting with maintaining supplies of leaflets and magazines and distributing resources to staff, volunteers, speakers and enquirers
- Assisting with preparing resources for events

**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**

- Excellent administrative skills
- Friendly communicator with a strong people focus
- Able to thrive in a busy office with multiple on-going tasks
- A practicing Christian: 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 be willing to and able to participate fully in the spiritual life of the organisation, including regular collective prayer and reflection, staff retreats etc.

**Key competencies & skills****Essential**

- Able to work with a high level of accuracy and attention to detail
- Good numerical skills
- Excellent communication skills, with a good telephone manner
- Good working knowledge of Word, Excel, email and using databases
- Demonstrably a good team player who can contribute effectively to the team and be able to work independently
- Good people skills
- A quick learner

**Desirable:**

- Experience of working in an office
- Experience of working in a customer-focused role
- Experience of using a CRM database
- Experience of donation processing or accounts
- Strong interest in the environment

**Application details:**

To apply for the Supporter Relations Assistant 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 closing date for applications is 9 am on Monday 1 November 2021.

Interviews will be held in the week beginning Monday 22 November 2021.