



Job Title: Senior Supporter Relations Officer

Reporting to: Supporter Relations Manager

Department: Communications & Fundraising

Job Type: Permanent

Hours: We are advertising this post at 3 days/22.5 hours per week (0.6 FTE), but there may be some flexibility for the right candidate

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

Location: This post can be either based at ARUK's new office in Brentford, West London, or it can be remote. If the post is office based, A Rocha UK has a flexible working policy and the post holder will have the option to work from home one day a week. If the post is remote, the post holder will be required to travel to the office one day a month.

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Context:

A Rocha UK is the largest Christian conservation charity in the UK, equipping 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 Senior Supporter Relations Officer will take a leading role in increasing our supporter base and developing new fundraising and supporter experience initiatives.

We are looking for someone with experience of working in a fundraising or supporter relations role who is looking for a new challenge. While this new post is being advertised as 3 days/week, for the right candidate there may be some flexibility in the number of days/hours worked.

Purpose of Job:

To enhance our supporter stewardship, implement new fundraising and engagement initiatives to grow our supporter base, develop the supporter experience for individual supporters and donors that encourages them to engage with or deepen their engagement with A Rocha UK, and oversee the processing of donations from individual donors.

Key responsibilities:

Fundraising

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

Supporter engagement

- Assisting the Supporter Relations Manager in developing supporter engagement strategy to enhance the supporter experience and grow our supporter base
- Taking a lead in developing rich supporter journeys for individual supporters and donors that help to establish and deepen lifelong engaged relationships with supporters
- Developing and implementing new supporter experience initiatives
- Delivering excellent customer care for existing and potential supporters
- Managing communications with individual donors
- 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

- Assisting the Supporter Relations Manager in ensuring that we maximise the use of the CRM database for supporter engagement and in implementing new integrations and processes that will enhance the operation of our supporter care and donation processing work
- Providing data, reports and analyses on fundraising, supporter and donation activity as required

Donation processing

- Ensuring that incoming donations from individuals are processed efficiently
- Contributing to reviewing and developing our donation processing 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 as part of a busy team with multiple on-going tasks
- 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, supporter care or similar role
- Excellent organisational and multi-tasking skills
- Able to prioritise workload and meet deadlines
- Excellent communication skills
- 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 a CRM database
- Strong interest in the environment
- Member of the Institute of Fundraising

Application details:

To apply for the Senior 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. 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.