

Job Description

Supporter Administration Assistant



Role Details

Reports to: Donation & Fulfilment Manager

Location: Central London

Hours: Full time – 35 hours a week, (28 hours will be considered)

Salary: £22,252 (pro rata if working 28 hours)

Contract type: Permanent

Closing date: 21st April 2019

Interview date: 9th & 10th May 2019

Our vision and mission

Our vision is of a world in which working horses, donkeys and mules are free from suffering.

Our mission is to transform the lives of vulnerable working horses, donkeys and mules around the world. We relieve their immediate suffering and create lasting change by working with people, communities and organisations.

About Brooke

Brooke is an international animal welfare charity working to improve the lives of working horses, donkeys, mules and the people who depend on them.

We reach over 2 million working animals across Africa, Asia, Latin America and the Middle East. Our staff include vets, animal welfare experts and advocacy and development specialists.

Our aim is to equip local people with the knowledge and skills to give their horse, donkey or mule a better life.

Our Values

We are proud to be Brooke. We are resourceful, share new ideas and help each other succeed. Together we make change happen.

Department Structure and Position of the role



Purpose of Role



You will work as part of a busy Donation and Fulfilment team, underpinning the recruitment and retention of Brooke's supporters and donors through the provision of a high level administration service. This will include fulfilling material requests from our supporters and community fundraisers.

You will need to have excellent attention to detail, ensuring you meet the exacting standards required in the processing and thanking of our supporters' generous donations.

You will need to be able to work independently and as part of a team, sharing information where appropriate and contributing towards a positive team culture by engaging with and supporting others.

Key Responsibilities and Duties

The role will work closely with both the Donation and Fulfilment team and the Supporter Contact Team to deliver excellent service provision to a variety of stakeholders.

- To provide general administrative support to the Donation and Fulfilment team in a wide range of areas including thanking supporters for donations, updating supporter records, setting up Direct Debits and processing financial information. It will also include scanning, filing, data entry and preparing mail merges as well as carrying out a range of tasks relating to supporter administration.
- To accurately collate and batch standard incoming donations received by the Brooke, following set procedures to agreed targets
- To fulfil internal and external requests for fundraising materials, running vests, tee shirts, leaflets etc.
- To download and action internal and external reports, such as those relating to Gift Aid, CAF Cards and Payroll Giving following set procedures.
- To collect, open and sort the post and log donations. To frank outgoing post, pack and prepare it for collection, managing special delivery items appropriately
- To provide reception cover– greeting visitors and informing staff their visitor has arrived and transferring calls from the switchboard
- To provide cover for the other Supporter Administration Assistant as required

- To answer switchboard calls which will include general enquiries and calls from Brooke's existing and future supporters.
- To respond to e mails including general enquiries and supporter enquiries and escalating as appropriate.

General

- Follow the Brooke's equal opportunities statement which aims to clarify the value we place on diversity and steps we take to promote equality of opportunity for all.
- Perform such additional tasks as may reasonably be requested from time to time by the Line Manager.
- Adhere at all times to Brooke's policies and procedures

Person Specification

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

Knowledge and experience		Essential	Desirable
1	Educated to GCSE standard or equivalent vocational qualification or experience	X	
2	Experience of working in a customer service environment and understanding the importance of delivering excellent customer care	X	
3	Experience of working with databases, word processing and spreadsheets and experience of data input work	X	
4	Analytical experience with high levels of attention to detail and accuracy to clarify and resolve queries quickly and effectively	X	

5	Experience of working in a busy customer service environment, handling complex administrative processes and being able to prioritise workload and multitask effectively	X	
6	Excellent interpersonal and communication skills both written and verbal. Able to take responsibility for own communication style, engage respectfully and appropriately with a diverse range of people and understand different viewpoints	X	
7	Committed to continuous professional development	X	

Our Competency Framework

Brooke's competency framework translates Brooke vision, mission and values into easily identifiable behaviours that all staff are expected to demonstrate at all times.

Competency	What it means
Self-Management	Taking responsibility for own actions, behaviours and outcomes
Learning	Taking responsibility for own learning and fostering growth and development in others
Relationship Building	Creating and maintaining harmonious and constructive working relationships with others internally and/or externally
Planning and Organising	Ensuring that time and resources are utilised to best effect for the achievement of the Brooke's goals and our mission and that others are committed to agreed courses of action
Effective Decision Making	Making clear, informed and timely decisions that lead to effective outcomes in line with the Brooke's mission

Change and Improvement	Seeking out and developing new ideas and approaches, responding positively and constructively to change and fostering a culture of continuous improvement
Collaboration and Cooperation	Working respectfully, effectively and collaboratively with others in your team, across the organisation and externally to deliver effective outcomes
Communication & Influence	Communicating clearly, concisely and compellingly in a manner that is appropriate to the audience. Engaging respectfully with others both internally and/or externally to persuade them to adopt courses of action that are in the best interests of the organisation and the animals

Employee Benefits:

Brooke has a competitive benefits package. To find out more, please visit:

<https://www.thebrooke.org/about-brooke/jobs/employee-benefits>

If you wish to get in touch with us, please contact HR at recruit@thebrooke.org