

Job Description

Senior Supporter Contact Officer

Job Reference: FC1921



Role Details

Reports to: Supporter Contact Manager

Location: Southwark, London with possible occasional overseas travel. Offices moving to Fenchurch Street in September 2019

Hours: Full time. 35 hours a week, 9am to 5 pm, Monday to Friday. May occasionally be required to work outside of these hours including occasional weekends.

Salary: £30,294 per annum

Contract type: Permanent

Closing date: 11 October 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.

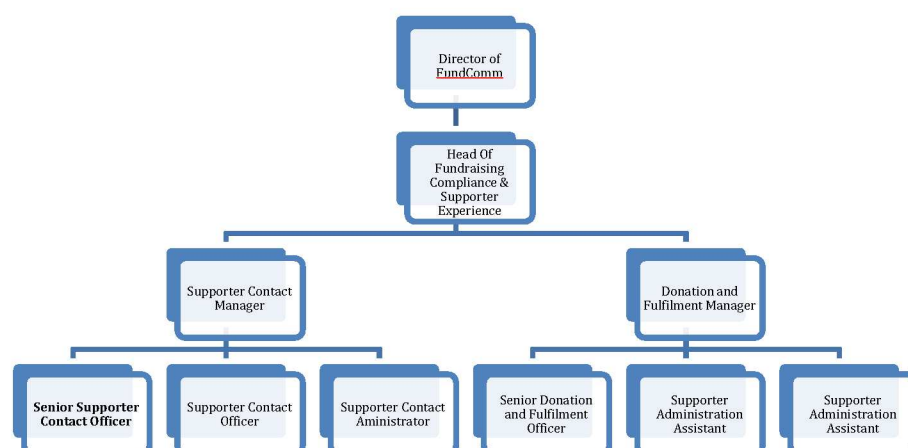
We reach over 2 million working animals across Africa, Asia, Latin America and the Middle East. Our staff include vets, animal welfare experts and advocacy and development specialists.

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

- To both undertake and co-ordinate the work of a busy Supporter Contact team, enabling them to deliver an outstanding multi-channel contact service to the Brooke's existing and potential supporters and donors.
- The role will work within Supporter Contact team and work closely with the Donation and Fulfilment, Community Fundraising and Direct Marketing teams to deliver excellent service provision to donors.

Key Responsibilities and Duties

- To respond to donor and potential donor enquiries through multiple channels with the aim of encouraging supporters to retain or increase their support for the Brooke
- To respond in appropriate tone in a timely manner with accurate information, following agreed contact structures and completing the necessary administration, such as collecting a donation or adding information onto the database
- To make outbound telephone calls/emails as required to new supporters, follow up queries, verify details or thank donors.
- To retain and manage information needed for contact management, using appropriate resources and reference materials, including preparing and sending briefs to the rest of the team and agencies
- To work with the Supporter Contact Manager to train agencies on Brooke's work, handling supporter calls and using Brooke's systems to process payments and donor information and to listen to and score call recordings provided by agencies and send constructive feedback and monitor follow up actions
- To be the Contact Team liaison with the Community Fundraising Team, meeting as required and discussing and agreeing procedures for any new products/tasks and to take the lead on training of new or current team members on Community procedures and standard Supporter Contact Team tasks
- To keep informed and up to date about all relevant activities of the Brooke in the countries of operation, Brooke's policies and other various developments and ensure templates and statements about Brooke's work remain up to date
- To represent the Contact Team at any organisational meetings that require an Supporter Contact Team presence but not that of a Manager

- To keep informed and up to date about all relevant issues relating to supporter care, for example changes to legislation relating to charitable giving such as gift aid, data protection and the Fundraising Code of Practice
- To have a thorough understanding of mailing schedules and of the trends in workload and implement approaches to ensure the team work as efficiently as possible
- To handle complaints from a variety of sources and respond sensitively and in line with agreed quality objectives, and to support the team in doing so.
- To contribute to the team's objectives by taking part in or leading on specific projects and supporting other team members to achieve their objectives
- To be responsible for ensuring Thank you letters are drafted within the Contact Team for all Direct Marketing appeals and that the thanking matrix is updated
- To ensure that all outstanding and completed correspondence handled by the Contact Team, including emails and letter are appropriately managed and stored in line with Brooke's Data Protection, Destruction and Retention and GDPR policies.
- To recognise fundraising opportunities and promote them amongst the Brooke supporters, including making Legacy asks, and actively encourage the team to do this when appropriate
- To take the lead on working closely with Senior Donation and Fulfilment Officer to review and improve practices and procedures related to standard Supporter Care work, implementing positive changes and improving team's efficiency
- To undertake supporter administration tasks as required, including thanking, amending records, setting up Direct Debits and Gift Aid and when needed provide support to the Donation and Fulfilment function
- To deputise for the Supporter Contact Manager in their absence on agreed tasks and responsibilities

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 procedure

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.	x	
2	Member of IOF or equivalent body and committed to Continuous Professional development		x
3	Extensive experience of working in a customer service environment and understanding the importance of delivering excellent customer care	x	
4	IT literate, across all standard Office software with experience of using databases and data collection.	x	
5	Excellent call handling skills and the ability to respectfully, honestly and transparently adjust communication to audience recognising the importance of diversity.	x	
6	Excellent interpersonal and communication skills both written and oral. Able to take responsibility for own communication style and understanding different viewpoints.	x	
7	Highly accurate with excellent attention to detail and ability to problem solve effectively.	x	
8	Ability to prioritise workload for self and a team and able to effectively multitask in a busy environment.	x	
9	Open and adaptable to change and participates positively in change initiatives.	x	
10	Able to work independently and as part of a team, sharing information where appropriate and contributing towards a positive team culture by engaging with others.	x	
11	Experience of delivering training and ability to engage an audience	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

