

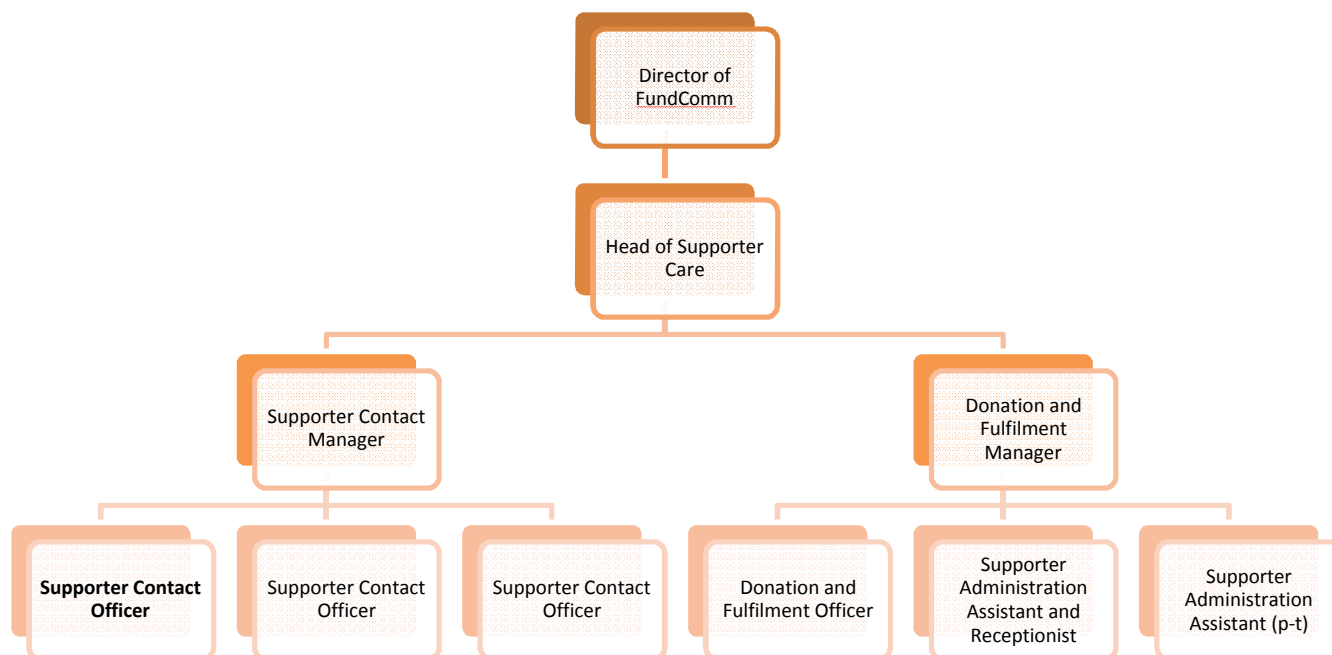


healthy working animals
for the world's poorest communities

Supporter Contact Officer
Ref: FC1618

Reports to:	Supporter Contact Manager
Location:	Central London (<i>with occasional overseas travel</i>)
Salary:	£25,704 per annum
Staff Benefits:	25 days' annual leave, contributory pension, life assurance
Hours:	35 hours a week, 9am to 5 pm, Monday to Friday. May be required to work outside these hours, including occasional weekends.
Conditions:	Permanent

Departmental Structure and Position of the Role:



Purpose of role:

- To play a key role as part of a busy Supporter Contact team delivering an outstanding multi-channel contact service to the Brooke's existing and potential supporters and donors
- To work closely with other fundraising teams to deliver an excellent service to a variety of stakeholders, including delivering fundraising stewardship activities.

Key tasks and responsibilities:

- To respond to supporters via telephone, email, letter and other channels where appropriate, 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 supporter journeys, including making fundraising asks as appropriate
- To complete the necessary administration relating to supporter contact, such as collecting a donation or adding information onto the database
- To retain and manage information needed for contact management, using appropriate resources and reference materials.
- 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
- 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 and data protection.
- To create and maintain supporter records on the database, to agreed standards
- To handle complaints from a variety of sources and respond sensitively and in line with agreed quality objectives
- To work with the Donation and Fulfilment team to resolve complex supporter enquiries
- To handle general (non-supporter) telephone calls and emails to the Brooke, dealing with them as appropriate
- To contribute to the team's objectives by taking part in or leading on specific projects
- To play active role in delivering other fundraising team's stewardship programmes, following agreed supporter journeys to increase income and improve retention

Community Fundraising

- To undertake pro-active communications to supporters and/or organisations to support in the marketing and stewardship of Community Fundraising activities
- To achieve agreed conversion rates from enquiry to registration
- To undertake in-house telephone campaigns to schools, calling schools and managing fulfilment
- To respond to all community fundraising enquiries within 5 days, with chase up of enquiries within 2 weeks
- To respond to mass broadcast text messages
- To steward low (0- £250) and mid-level (£250 - £500) community fundraisers

Legacy Fundraising

- To undertake outbound calling to low value/high volume portfolio to maintain stewardship contact
- To record key information for stewardship plans

High-net-worth Fundraising

- To telephone High Value HV donors (£1k-5k) without a Gift Aid declaration

Other Individual Fundraising

- To have an excellent understanding of seasonal and appeal related trends and volumes, and implement appropriate systems to manage periods of particular high volume
- To draft appeal based thank you letters
- To proactively steward supporters to other forms of giving
- To capture Gift Aid declarations reactively and proactively

General

- To follow the Brooke's equal opportunities statement which aims to clarify the value placed on diversity and steps taken to promote equality of opportunity for all
- To perform such additional tasks as may reasonably be requested from time to time by the Line Manager.

Brooke Competencies	Skills & Abilities
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.

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 A level standard or equivalent vocational qualification.	x	
2	Member of IOF or equivalent body and committed to Continuous Professional development		x
3	Experience of working in a fundraising customer service environment,	x	

	delivering stewardship activities, asking people for money, and understanding the importance of delivering excellent customer care		
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 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	

(This job description is a written statement of the key aspects of the above job. This document details the main responsibilities, tasks and includes a note of the skills, knowledge and experience required for a satisfactory level of performance. A job description is not intended to be an exhaustive account of all aspects of the duties involved).

Employee benefits:

If you would like to know more about our employee benefits, please visit:

<http://www.thebrooke.org/jobs/employee-benefits>

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