

## **Job Description – Supporter Relations Executive**

**Job Title:** Supporter Relations Executive (Maternity Cover)

**Contract:** Maternity cover - Six months with possibility for extension

**Salary:** Circa £25,000 – depending on experience

**Hours of work:** Five days a week – 9am to 5pm – can be flexible on hours

**Responsible for:** Stewardship of supporters

**Reports to:** Director of Community Investment, Marketing and Communications

### **Job purpose:**

We're looking for a self-motivated and organised Supporter Relations Executive with good people skills to support our work at Wooden Spoon.

You will co-ordinate activities that provide first-class supporter care for Wooden Spoon.

This role would be an excellent opportunity for somebody looking to take on a customer service role for a children's charity with a national footprint.

### **Main duties and responsibilities:**

- Organisation and management all aspects of our regular giving and cash giving processes, including administration of incoming donations, recording on the database and reporting
- Co-ordination of an engagement plan that drives support and maximises income through our Individual Giving activity (Wooden Spoon Membership)
- Creation and distribution of regular outbound communications, including supporters e-communications and mailings
- Picking and compiling data lists from our Salesforce CRM database for supporter communications activity
- Administering and monitoring the quality of response handling regarding our Thanking process, ensuring relevant, accurate messaging in a timely manner that meets organisational and operational objectives
- Supporting delivery of Wooden Spoon fundraising and awareness raising campaigns so that they meet organisational objectives
- Stewardship and Account Management of individual challenge fundraisers to assist income generation and engagement with Wooden Spoon
- Working with your Line Manager to identify business development opportunities to increase the number of Wooden Spoon members
- Utilising and monitoring Salesforce (CRM database), providing support to the team to ensure effective usage and quality of data.
- Adhering to all internal policies and procedures and complying with charity and fundraising law and best practice.

**Person specification:**

- Educated to A level or similar level
- Minimum two years previous experience within a customer services / donor care environment
- Relationship management skills & experience
- Attention to detail in all aspects of work
- Excellent written & verbal communication skills
- Ability to work under pressure and to meet demanding deadlines, with the ability to prioritise and manage conflicting demands.
- Proactive with effective problem solving skills
- Excellent organisational and time management skills
- Demonstrates values of Passion, Teamwork, Integrity and Fun
- Displays a positive, empathetic, patient, polite and friendly manner
- Flexible approach and ability to work effectively as part of a diverse but small team
- Computer literate and working knowledge of Microsoft Office, CRM systems and mass email distribution systems

**Additional information:**

The role is based at Wooden Spoon's national office in Fleet, Hampshire for 35 hours per week.

Occasional attendance at off site meetings and events may be necessary. Some out of hours and weekend work may be required on occasion.

**To apply:**

If you are interested in this role please send a cover letter and CV to [nrandell@woodenspoon.org.uk](mailto:nrandell@woodenspoon.org.uk)

Applications will be considered on receipt up to 11 January 2019. Any suitable candidates will be contacted prior to the closing date.

Interviews will be held the week commencing 14 January 2019.