Job title: Donor Care Assistant
Reporting to: Director of Fundraising
Salary: £22,000 pro rata
Job type: Permanent, 21 hours a week worked across 5 days
Location: Home based (London, Hampshire, South East)
Other benefits: 25 days annual leave pro rata; 5% employer’s pension

Do you have a can-do attitude, great organisational skills and strong communication skills? Are you ready to contribute your talent, skills and drive to a small charity with a big mission? Then this is a great opportunity to work for an award-winning charity.

We are currently offering an exciting opportunity for a Donor Care Assistant within a fast-paced and growing team. This role will suit someone who is excited by the opportunity to play a key role in caring for our donors.

The successful candidate will have customer or donor care experience, along with a proficiency on databases and a commitment to attention to detail. You will be a team player and experience of working efficiently in an administrative role with a diverse range of deadlines and stakeholders is essential.

This role is home-based so self-motivation is essential along with a dedicated work space that is quiet, away from distractions and ideal for speaking to our supporters on the phone. We are a paperless organisation so you will also need to have space to store a home printer/scanner, shredder and franking machine which are key to the role and will be provided for you. All of our staff work remotely but connect regularly through online team meetings and calls.

About Chance for Childhood
Chance for Childhood is an award-winning charity working in Africa to support the most vulnerable children, such as street children, disabled children, children affected by conflict and kids behind bars. Our vision is of a world where no child is forgotten!

We work with and strengthen the capacity of African visionary community leaders to implement effective, locally-relevant projects. This enables us to focus on ‘hard to reach’ children, both in terms of their complex needs (e.g. street children with learning difficulties) and location (e.g. urban violent slums or remote rural areas). Together we make ideas and impact both sustainable and scalable to protect, educate and empower even more of the world’s most disadvantaged children.

Purpose of the role
The Donor Care Assistant will:
• Ensure our donors and supporters are at the heart of everything we do and provide a first-class experience for them.
• Process supporter data and donations accurately and efficiently into databases.
• Provide administrative support to the CEO and the Fundraising team.

Rebuilding young lives for a better future

Westmead House, Westmead, Farnborough, Hampshire GU14 7LP
Tel: 01483 230250 Email: info@chanceforchildhood.org Web: www.chanceforchildhood.org
Registered Charity Number: 1013587 Registered Company Number: 2735643
Main duties and responsibilities

Donor care
1. Be the first point of contact for supporters (phone and emails), representing Chance for Childhood in an efficient, effective and professional way and passing on enquiries to relevant colleagues where necessary.
2. Provide individual donor care, including drafting and sending thank-you letters, answering queries and dealing with ‘standard’ complaints.
3. Improve knowledge and understanding of donors by supporting development of relationships with them and providing feedback to the DoF.

Data entry
1. Input donations, pledges and other donor data into the fundraising database and assess accuracy and validity of data.
2. Support the merger of two fundraising databases.
3. Ensure that all donor information (e.g. addresses, mailing requests) is up-to-date.
4. Ensure all communications with supporters are correctly logged on the database.
5. Ensure Gift Aid declarations are in place and up-to-date.
6. Process donations (e.g. credit card) and assist in the processing of Gift Aid.
7. Set up and run reports from the database as requested.

Finance support
1. Deposit cheques into the bank on a weekly basis.
2. Assist with the weekly and monthly reconciliation of income received (i.e. ensuring that amounts received at the bank match those on the database).

Administrative support
1. Provide general administrative support to Fundraising team.
2. Maintain an efficient online filing system for donation forms, including saving electronic copies of donations and Gift Aid declarations.
3. Contribute to the development and maintenance of processes (e.g. call handling procedures) to enable the effective functioning of the Fundraising team.
4. Regularly review and update the data entry guidelines.
5. Assist with general activities to ensure Chance for Childhood is well organised and maintains a friendly and professional approach to all external contacts.

Other duties
1. Actively contribute to the team’s work plans and internal staff meetings.
2. Represent Chance for Childhood at external meetings and events when relevant.
3. Any other duties commensurate with the level of the post, as may be required.

Person specification

Essential
- Experience of using databases as an integral part of your work.
- Practical experience in customer care.

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• Experience of working efficiently in an administrative role.
• Excellent attention to detail.
• Excellent telephone manner and ability to communicate effectively with, and adapt style to, a wide range of callers, whilst creating confidence in our organisation.
• Excellent collaboration and interpersonal skills.
• Strong writing skills and proven experience of producing clear and engaging documents.
• Ability to handle multiple priorities, adapt to changing plans and reprioritise work according to circumstances, whilst remaining calm.
• Open to learning new skills and ability to take initiative when required.
• Ability to adapt to the needs of a team and remain flexible.
• Excellent spoken and written English.
• Thorough working knowledge of Microsoft Office (particularly Outlook, Word and Excel).

Desirable

• Experience of using a fundraising database.
• Knowledge of the principles and methods of fundraising.
• Experience of working within a customer service environment.
• Working knowledge of Gift Aid and Data Protection.

How to apply
Send a supporting statement highlighting how your skills and experience meet the person specification (2 pages maximum) and your CV. Applications should be sent to apply@chanceforchildhood.org

Closing date: 11th September
Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert early.

Candidates must have the right to work in the UK. A Police criminal record check will be required for this post, as part of Chance for Childhood’s commitment to child protection, as outlined in our Child Protection Policy, which all staff are required to sign and adhere to.

To learn more about what we do with your data, please visit www.chanceforchildhood.org/privacy. If you want to receive a paper copy of our Privacy policy, please call us on 01483 230 250 or email hr@chanceforchildhood.org.

Chance for Childhood is an equal opportunities employer.
Please complete and return our Equal Opportunities Monitoring Form with your application. There is no need to print it as it is a fillable form.