

Job description

Job title: Supporter Data Officer

Team: Fundraising

Responsible to: Supporter Care Manager

Responsible for: No direct reports

Working base: Avon Wildlife Trust HQ, 17 Great George Street, Bristol BS1 5QT.

Overall purpose of job

To manage membership and supporter data within the CRM to execute the membership supporter journey effectively and oversee the operations of the membership function, including all membership donations and payments

Main responsibilities

- Ensure membership and supporter data is legally compliant and accurately recorded on the CRM as well as developing, reviewing, and implementing ongoing CRM processes for membership data.
- Co-ordinate ongoing membership supporter journeys, including renewals, reactivations, cancellations - maintaining strong relationships with our calling programme provider, mailing house and external membership recruitment company.
- Deal with all member enquiries efficiently and effectively, delivering excellent customer service to retain members and increase lifetime value.
- Conduct Direct Debit processes to collect membership donations and manage payments through other means e.g. Standing Orders through Payfiles.

Job specification

Management and Supervision

- Manage and support membership and office volunteers as well as working with the Supporter Care Assistant.
- Deputise for Supporter Care Manager in their absence.
- Works collaboratively across the team and organisation to support the needs of the function.

Accountability and Resources

- Responsible for GDPR compliant handling of data relating to personal and membership information,
- Managing confidential and financial information, particularly through carrying out the Direct Debit.

Job Impact

- Works directly with external agencies such as mailing house, calling programme provider and face-to-face recruitment company to increase income and deliver supporter journeys to have a positive impact externally for the organisation.
- Interactions with members directly to maintain and increase positive public perception of organisation.
- Works internally to support the Fundraising and Finance departments and communicates with staff across the organisation to effectively handle member queries, carry out the Direct Debit and ensure overall income and regulatory compliance.

Independence and Judgement

- Responsibility for a variety of routine work activities. Works flexibly and carries out any other duties that may be required.
- Effectively sets priorities, using judgement to create solutions to problems to deliver against projected outputs and outcomes.

People and Contacts

- Represents the Trust in a customer service capacity with the public, including current and potential members, donors and volunteers.
- Resolves issues with suppliers, service providers and staff, using specific skills and knowledge, especially to enhance supporter experience.

Creativity and Innovation

- Creates innovative solutions to improve general operating guidelines for other members of the team and organisation.

Working conditions

- Based at AWT Head Office
- You may also be required to work from other AWT hubs
- Occasional out of hours support for events and direct marketing landing dates (TOIL awarded)

Person specification

E = essential criteria. D = desirable criteria

Please note - we have robust safeguarding procedures in place. This post is subject to a successful enhanced DBS (Disclosure and Barring Service) check if applicable, and we will require two workplace references.

Experience

- Experience of working in a busy office environment. (E)
- Fully competent in Microsoft Office applications. (E)
- Experience of working with a Customer Relationship Management (CRM) system. (E)
- Experience of creating reports and working accurately with data. (E)
- Experience of data entry and database and spreadsheet maintenance. (E)
- Proven experience of dealing confidently with enquiries both on the telephone and face to face. (E)
- Proven experience of setting up and maintaining administration processes. (E)
- Understanding of the functions of a membership organisation and/or experience of working for a charity. (D)

Competence, knowledge and skills

- Good standard of numeracy and literacy. (E)
- A passion for data with an analytical and technical mind and excellent attention to detail. (E)
- Confident in using and learning new IT softwares and programmes. (E)
- Ability to deal with members and member and supporter data with confidentiality, sensitivity and compliance to data policies, procedures and GDPR legislation. (E)
- Well-developed interpersonal and team working skills. (E)
- Excellent communication skills at all levels both written and verbal. (E)
- Well organised and able to re prioritise work. (E)
- Quality focused so that work is always delivered to a high standard. (E)
- Ability to work on own initiative, meet deadlines and take responsible action. (E)

Personal qualities

- Flexible 'can do' attitude. (E)
- Tact, diplomacy and integrity. (E)
- Work flexibly to provide cover in the absence of colleagues. (E)
- Be willing to attend occasional events out of normal working hours. (D)
- Positive approach and commitment to providing excellent customer service. (E)
- Commitment to the Trust's objectives of wildlife conservation and public involvement. (E)
- Interest in wildlife and nature conservation. (D)
- Receptive to the Trust values for openness, transparency and social inclusion. (E)

Please sign and date this document to confirm its accuracy at the present time.

Post-holder name:

Post-holder's signature: Date:

Line manager's name :

Line manager's signature : Date: