

Job Title: **Supporter Care Administrator**

Reporting To: **Administration Supervisor**

Job Summary:

The Supporter Care Administrator will work with the Supporter Care Team in the delivery of the Charity's stewardship with supporters and donors.

Reporting to the Administration Supervisor, you will ensure excellent customer service is provided to all MAAC supporters, including committed givers, cash supporters, event participants, and general enquirers.

Working as a key part of the charity's Supporter Care Team, you will have excellent administration skills and will assist with the processing of incoming donations and associated correspondence. You will also be involved with donor stewardship and recognition.

The role acts as a guardian of the organisation's Customer Relationship Management (CRM) system, processes and compliance.

With excellent communication skills and exceptional attention to detail, you will be self-motivated and capable of multiple-tasking, prioritising, and you will demonstrate excellent interpersonal skills.

Main Duties of the Post:

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of MAAC which may be amended from time to time.

(i) Processing incoming donations, plus associated correspondence, and data management.

- Provide administrative support for all supporter processes.
- Work to system documentation which outlines data protocols (policies, procedures and guidelines) in order to ensure consistency and accuracy regarding data inputting, processing/handling internally and when working with third parties. As necessary, support with updating and amending processes to ensure effective and efficient operations.

- Act as 'data guardian' to ensure quality and GDPR compliance.
- Data management – accurate data entry, receipting financial support, export data, managing duplication.
- Support as necessary with income from integrated third-party sources, e.g. Just Giving, Direct Debits (Rapid Data). Supporting with increasing automation of income sources as/when possible.
- Utilise the data and system to support with Gift Aid claims, aiming to increase revenue from this area.
- Processing seasonal merchandise orders and good will gestures.

(ii) Supporter stewardship and recognition - support with the charity's interactions with supporters, and stakeholders.

- Respond to supporter enquiries in a timely and professional manner by telephone, email and post.
- Communicate with supporters by telephone in a prompt, helpful and professional manner in keeping with MAAC's values.
- Provide feedback from supporters to relevant teams within the Charity.
- Work with colleagues to ensure supporters have a positive experience of MAAC.
- Escalate any complaints/concerns received to the relevant line manager and RADAR as per MAAC's policies and procedures.
- Processing and thanking donations in accordance with MAAC's procedures.
- Act as an ambassador for MAAC when interacting with supporters and the general public.

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties.

ADDITIONAL INFORMATION

This job description should be regarded as a guideline of the duties required and is not definitive. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder. The post holder will be required to adopt and undertake different or new duties as may be required in line with professional and service development.

CHARITY POLICIES & PROCEDURES

All employees must adhere to and perpetuate all Charity policies and procedures including those relating to Fraud management, Whistleblowing, Information governance, Code of Conduct, Health and Safety, Confidentiality, No Smoking at Work and Equal Opportunities in Employment; including responsibilities under the Disability Discrimination Act. Failure to do so may result in disciplinary action.

HEALTH & SAFETY AT WORK ACT

The post holder is required to take responsible care for the health and safety of him/her and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the charity to ensure that statutory and charity safety regulations are adhered to.

MANAGING RISK: MAINTAINING SKILLS & LEARNING FROM PROBLEMS

Reducing risk is everyone's responsibility. All staff in the charity must attend training identified by the Chief Executive (or by the Business Manager). The charity uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve the service provided. All employees are expected to ensure they are familiar with and adopt the Infection Prevention and Control policy/procedures and all safe-working practices required in their work activity" and specifically with reference to hand hygiene and aseptic techniques.

CONFIDENTIALITY

All employees must observe and comply with the requirements of the Data Protection Act 2018, and associated legislation, and with the Common Law Duty of Confidentiality. The unauthorised use or disclosure of donor, staff or other personal information is a disciplinary offence and also could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018, or associated legislation.

FREEDOM OF INFORMATION

The post holder must be aware that any information held by the Charity in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Charity's policies.'

CONTINUING PROFESSIONAL DEVELOPMENT

There is a requirement to participate in the Charity's Personal Development and Review process. Personnel are required to attend training as required by the Charity to help them perform their

role safely and competently and to ensure the safety of others. This includes induction and refresher training at charity set intervals, as defined in the Workforce management policy.

REGISTRATION

If applicable, you are required to be fully registered with the appropriate association for your post and for you as post-holder. Failure to produce confirmation of current registration with the appropriate body will mean that you will not be permitted to commence (or continue with) your duties, nor will you be paid for those duties for the period of delay, until such time as you are able to provide this confirmation. **NB:** It is your duty to ensure that your registration is kept up to date.

DISCLOSURE AND BARRING SERVICE (DBS)

Post holders whose work involve, or may involve, direct contact with vulnerable adults and/or children, and/or with access to managing accounts, are subject to DBS checks every three years. Where you work directly with vulnerable adults or children, under the conditions of the Rehabilitation of Offenders Act 1974, as amended, you are not entitled to withhold information about convictions which otherwise might be considered 'spent'. There is an ongoing obligation to declare any civil or safeguarding issues, investigations, convictions and cautions against you, during the course of your employment.

SAFEGUARDING

The Charity has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with the Local Safeguarding Children Board Procedures and the Children Act (1989, 2004).

TRAVEL TO OTHER SITES

You may be required to travel to any of the airbase locations or locations where fundraising events take place. Please complete the travel expenses form. Expenses will not be paid where travel expense forms are not fully completed.

SMOKING STATEMENT

The Charity is a NO SMOKING environment. Smoking in all areas of the building and premises is prohibited. Smoking may only take place in non-public areas.

DIVERSITY AND EQUAL OPPORTUNITIES

The Charity welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.