

**Job Title:** Supporter Care Assistant

**Reporting To:** Interim Team Leader

**Job Summary:**

The Supporter Care Assistant will play a key role in supporting excellent supporter experiences by ensuring all enquiries, donations, and stewardship activities are assisted promptly and accurately.

You will provide wide-ranging administrative supporter care support, helping to keep our donor systems running smoothly through accurate data entry, processing Gift Aid declarations, managing GDPR-compliant returns, scanning donation paperwork, and supporting seasonal campaigns – particularly during peak periods such as Christmas. You will also be involved with donor stewardship and recognition.

Reporting to the Interim Team Leader, you will ensure excellent support is provided to the Supporter Care Team and other Fundraising Teams as required.

**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.**

**Support the charity's day-to-day communications and engagement with supporters and stakeholders.**

- Deliver excellent customer service to supporters contacting the organisation via phone, email, post, or social media whilst assisting the reception team.
- Monitor the Supporter Care inbox and Info inboxes, ensuring timely and appropriate responses to enquiries, including directing messages to the relevant Fundraising team member when required.
- Produce supporter communications as directed, including thank-you letter and ensuring mailings are posted out in a timely manner.
- Provide friendly, accurate information about fundraising, donations, and charity activities across teams.
- Support the wider Fundraising team by assisting with stewardship admin and sending fundraising packs as and when required.

**Processing incoming donation paperwork, plus associated correspondence, and contribute to data management.**

- Scan donation paperwork for audit and compliance, maintaining electronic filing systems to meet auditing requirements.
- Process completed Gift Aid declarations onto our CRM system, ensuring accuracy and compliance, and support with manual Gift Aid Claim cleansing.
- Process GDPR-related postal returns and update supporter records and databases accordingly.
- Maintain high data-quality standards across all supporter records.

**Administration and general duties**

- Offer flexible support by undertaking Supporter Care Administrator tasks when necessary to maintain consistent supporter care and operational efficiency.
- Maintain organised administrative systems and documentation to support fundraising and supporter stewardship.
- Assist with reception, post handling, and other general office duties where appropriate.
- Work to CRM system documentation which outlines data protocols, supporting data updates, and ensuring supporter data is processed accurately and efficiently.
- Ensure all activities comply with GDPR, fundraising regulations, and organisational policies.
- Attend internal team meetings, gathering action points and share supporter-related requests or updates with the Supporter Care Team.
- Liaise with fundraising teams to support joint activity.
- Support the troubleshooting of merchandise orders, including Shopify orders during the Christmas peak period, ensuring fast and considerate supporter care.
- Assist with Supporter enquiries connected to seasonal campaigns.

**Other duties:**

- To attend meetings and development training courses as requested and to undertake any other duties that may arise and fall logically within your remit.

**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.

### **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.

### **CONTINUING PROFESSIONAL DEVELOPMENT**

There is a requirement to participate in the Charity's Appraisal 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.

### **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.

### **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.

### **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.'

### **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. 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.

### **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.

### **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).

### **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.

### **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.