Job profile

SUPPORTER SERVICES OFFICER
We are an international development organisation putting ingenious ideas to work so people in poverty can change their world.

We help people find solutions to some of the world’s toughest problems. Challenges made worse by catastrophic climate change and persistent gender inequality. We work with communities to develop ingenious, lasting and locally owned solutions for agriculture, water and waste management, climate resilience and clean energy. And we share what works with others, so answers that start small can grow big.

We’re a global change-making group, working with communities who are vulnerable to poverty and climate change to support them to change their world. Together we develop innovative, community powered and locally owned solutions that achieve transformative change in lives and livelihoods. And we work with a range of partners, including governments, business and international organisations to ensure improvements are sustained and scaled and to change the systems that keep people poor and vulnerable.

We were founded in 1969 by radical economist EF Schumacher who challenged the development thinking of the time. He believed in solutions suited to context, equipping people with the skills and knowledge to change their situation, economic systems that work for all and living within the planets means. This ethos continues to fuel all our work. Schumacher was the author of ‘Small is Beautiful: A study of economics as if people mattered’. In our work we start ‘small’, ensuring we understand what is already working but we aim big focussing on what will deliver the systems change required.

We have over 50 years of experience working across Africa, Asia and Latin America. Our group consists of a UK registered charity with experienced country teams, an expert consulting service and an independent development publishing company. We combine these specialisms to multiply our impact and help shape a world that works better for everyone.

**OUR AIMS**

We work across four thematic areas. Much of our most impactful work combines our expertise across issues to solve complex and interconnected problems such as supporting smallholder farmers with renewable energy to increase yields and open up bigger opportunities for the wider economy.

**Harnessing energy that transforms** for the one billion people without electricity, and the three billion people without clean cooking solutions. We’re bringing together rural communities, displaced people, energy providers and decision makers to put clean energy to work. By 2025, our work with partners will have led to affordable, low-carbon energy access and cleaner cooking for two million people in ‘last mile’ communities and 18 million people through wider systems change.
Building resilience that protects for vulnerable people whose lives and livelihoods are threatened by climate-related and natural hazards. We’re working with people threatened by natural and climate related hazards, reducing vulnerability and minimizing the impact on their lives and livelihoods. By 2025, our work with partners will have enhanced risk knowledge systems so that four million people living in hazard-prone, climate-vulnerable communities are better protected.

Making cities fit for people for the millions of people living in urban slums and settlements without proper sanitation, clean water and waste services. Our work with communities is making cities in poorer countries cleaner, healthier, fairer places for people to live and work, with clean water for drinking and sewage safely contained, collected and processed. By 2025, our work with partners will have led to improved water, sanitation and waste management services for one million people living in slum communities and a further 2.4 million people through wider systems change.

Cultivating farming that works for smallholder farmers struggling to make a sufficient income and adapt to the negative effects of climate change. We’re teaming up with smallholder farmers, many of whom are women, so they can adapt to climate change and achieve a good standard of living. By 2025, our work with partners will have improved food security and incomes for two million people in rural communities and a further one million people through wider systems change.
ABOUT THE ROLE

Our Vision
Practical Action’s vision is of a world that works better for everyone.

About the Role
Our supporters are really important to us which is why we want to do everything we can to make their experience of being part of the Practical Action team a positive one. Our award winning Supporter Services Team work tirelessly to deliver the highest level of service possible. So whether it’s processing donations or answering enquiries our aim is to make sure our supporters know how vital they are to us and for them to feel valued.

As a Supporter Services Officer you’ll be part of a busy team delivering an outstanding multi-channel contact service to Practical Action’s existing and potential supporters and donors. You will have a passion for people and will always be looking to go the extra mile to help others.

Previous experience of processing financial transactions and delivering high levels of customer service is essential and you’ll enjoy talking to supporters over the telephone, via email or letter. You’ll be a real team player and be able to work closely with colleagues in the Supporter Experience and Stewardship team and the wider Supporter Experience and Digital Division.

This is a demanding role that requires high levels of supporter relationship management, engagement and dynamism but it’s a role that’s rewarding at both a professional and personal level. So if you share our passion, are energetic and think you have the right skills and experience to join our Supporter Services team we’d love to hear from you.

SCOPE

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<tr>
<th>Title</th>
<th>Supporter Services Officer</th>
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<tr>
<td>Reports to</td>
<td>Supporter Experience Manager</td>
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<tr>
<td>Direct reports</td>
<td>Fundraising, Marketing &amp; Communications</td>
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<tr>
<td>Relationships</td>
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<td>Grade</td>
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<tr>
<td>Location</td>
<td>Rugby, Warwickshire</td>
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practicalaction.org
Practical Action is ambitious for its work, its fundraising and in delivering an excellent supporter service experience to its supporters. We process over £33M each year, with over £8M coming from individuals, major donors, corporates, groups, students and challenge events. Our systems and procedures come under heavy scrutiny and must stand up to the rigorous controls and compliance of many bodies. As Supporter Services Officer the post holder will be providing support across all areas of gift administration, delighting our supporters and inspiring them to continue giving, going on to become long-standing and loyal supporters. To deliver this we need strong service professionals who are passionate about our supporters.

**Accountabilities:**

**Supporter Relationship Management**

- To provide the best possible experience for our supporters, at all points of contact, including email, phone and postal channels.
- To keep informed and up to date about all relevant activities of Practical Action in the countries of operation, retaining and managing information needed to respond to supporters.
- To make outbound telephone calls and emails as required to new supporters, follow up queries, verify details or thank donors, acting as an ambassador for Supporter Services and Practical Action at all times.

**Income Processing / Database Management**

- To deal with incoming and outgoing post, all donations made online via the Practical Action website and other charitable giving platforms, ensuring all donations are handled accurately and in line with agreed procedures.
- To process cash donations effectively and accurately onto our database.
- To produce and send out letters of acknowledgement to supporters, personalising these communications appropriately.
- To set up Direct Debits/Standing Orders, handle upgrades and other changes to committed gifts, issuing appropriate communications to supporters.
- To accurately process and commit Direct Debit claims.
- To manage Gift Aid on supporter records. This will include setting up new declarations, ending and cancelling declarations and sending out notifications to supporters.
- To deal with new supporters’ welcome communications.
- To liaise with supporters regarding cancellation of donations.
- To update supporter information on the database such as personal details, communication preferences, and other indications of interest or activities to ensure that all our donor information is up to date.
- To undertake manual data entry where required, and to work to avoid the need for duplication of data entry, and ensure automation where possible.
- To pull information required, download and process third party donations ensuring that they are compliant with GDPR.

**Compliance**

- To keep abreast of all legislation relating to charitable giving such as PCI DSS, Institute of Fundraising guidelines and best practice, Data Protection and Gift Aid Regulations.
- To ensure data is managed to appropriate standards of data protection and security.
- To be aware of and consistently using organisational policies and procedures
Team Working

- To undertake and participate on projects as directed by the Supporter Experience Manager.
- To work closely with the team to review and improve practices and procedures, implementing positive changes and improving efficiency.
- To contribute to organisational meetings e.g. Stand Up, team away days etc.
- To be proactive in joining cross functional working groups.
- To work closely with the finance and fundraising teams to ensure that all processes are working to the highest standard.
- To undertake other tasks that may be reasonably requested by the Supporter Experience Manager and Head of Supporter Experience and Digital.

WORKING RELATIONSHIPS

The post-holder will report directly to the Supporter Experience Manager and will regularly collaborate with the rest of the Supporter Experience, Insight, Trusts and Major Donor and Digital teams. The post-holder will be expected to liaise effectively with other staff and teams across the Marketing Directorate.

PERSON PROFILE

To be successful in the role, the ideal candidate will be able to demonstrate:

Experience & Knowledge

Relevant experience in a customer and supporter service environment with experience of processing financial transactions and using a CRM database.

Essential

- Educated to “GCSE” level including English and Mathematics
- Excellent communications skills, both written and verbal
- Excellent call handling skills and the ability to respectfully, honestly and transparently adjust communication to audience recognising the importance of diversity
- Able to use a CRM database
- Able to work across a team following business controls and systems
- Good understanding of the Microsoft Office suite (word, Excel etc. at advanced level)
- Good understanding of social media platforms including Twitter and Facebook
- Ability to multitask and be able to manage changing priorities
- Ability to work on own initiative to solve problems
- Understanding of data protection legislation
- Prepared to learn or already have an understanding of gift aid legislation, Payment Card Industry, Data Security Standards compliance and charity sector guidelines and best practice.