

DETAILS OF ROLE		
Role title	Supporter Services Assistant	
Reports to [role title]	Supporter Services Manager	
Direct reports [role titles]	N/A	
Directorate & Team	Fundraising & Marketing Directorate - Fundraising Operations Team	
Contract type	Permanent (subject to probation completion)	
Location	17-21 Wenlock Road, London, N1 7GT	
Salary	£27, 040 per annum	Grade 1 / Zone 1

This job description is a guide to the nature of the work required of the position at the DEC and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required as the DEC learns and evolves in response to global emergencies.

Who we are and what we do

The Disasters Emergency Committee (DEC) is a unique and dynamic membership organisation which comprises 15 of the UK's leading humanitarian agencies: ActionAid, Action Against Hunger, Age International, British Red Cross, CAFOD, CARE International, Christian Aid, Concern Worldwide (UK), Islamic Relief Worldwide, International Rescue Committee UK, Oxfam GB, Plan International UK, Save the Children, Tearfund and World Vision.

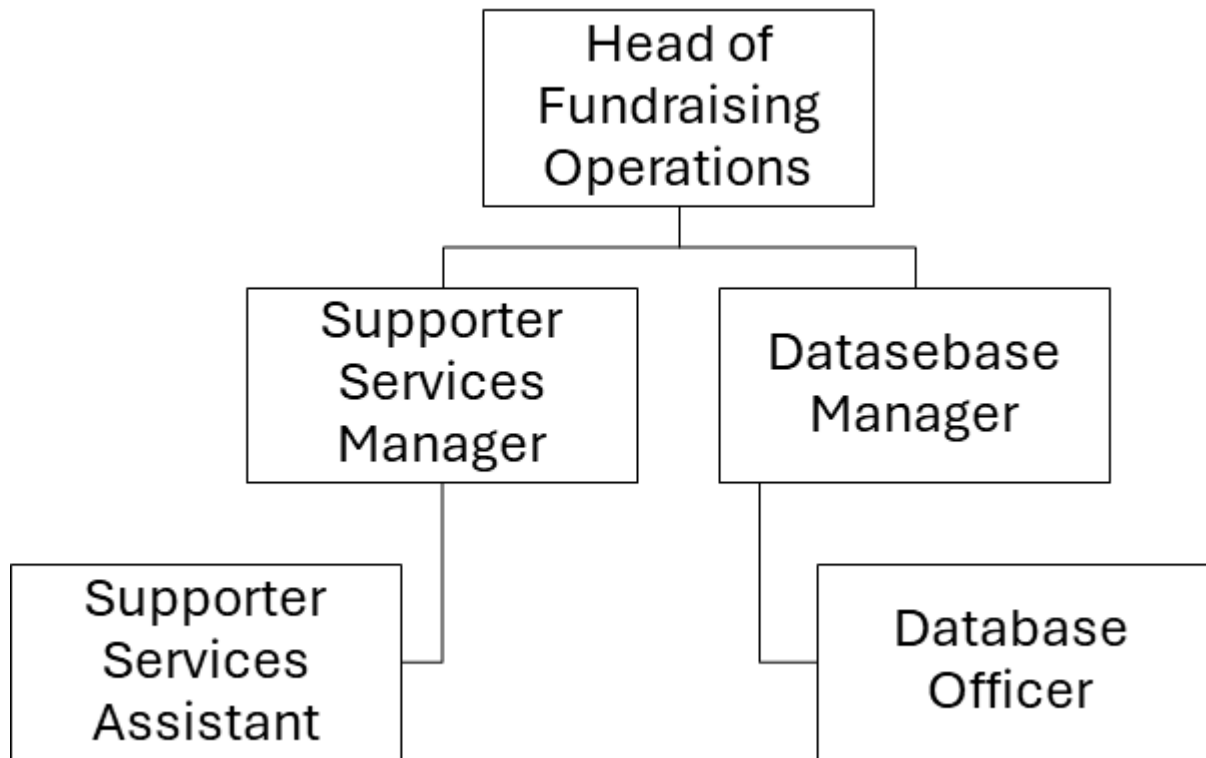
Since it was founded in 1963, the DEC has run over 79 fundraising appeals and raised more than £2.5 billion to help save lives and protect livelihoods in disaster-affected communities around the world.

The DEC launches appeals when there is a humanitarian emergency of such magnitude to warrant a national UK response. DEC fundraising appeals benefit from unique corporate partnerships through our Rapid Response Network and the combined expertise of our member agencies, resulting in wide reaching appeals across high profile TV, radio, and an increasing number of digital channels.

Most DEC funds are raised over an intensive two-week period following a disaster. Appeal funds are specifically for overseas humanitarian work and are normally spent over a two or three-year response period. An important part of the DEC's remit is in learning, accountability and sharing information.

The DEC Secretariat is funded by contributions from its member agencies and a range of core cost funders, and is responsible for the day-to-day running of the DEC. There are currently 41 staff members and a small number of dedicated volunteers, working together to promote the strategic values of collaboration, accountability & transparency, learning, humanitarian, and impartiality.

Department or Team Structure



Purpose of the role

1. Act as a first point of contact for general enquiries from DEC supporters and the general public on a day-to-day basis and when the DEC launches an appeal.
2. To support the Supporter Services Manager to improve supporter care initiatives and best practice within the organisation.
3. To provide a comprehensive administrative and office management support service to the Fundraising & Marketing department.
4. To ensure individual supporters are treated in a responsive and respectful way.
Also, to support the Fundraising team with the maintenance of records / transactions and assist with the management of DEC's fundraising database

Scope of the Role:

The Supporter Services Assistant is responsible for managing their own workload on a day-to-day basis. Reporting to the Supporter Services Manager, the role is responsible for assisting the day-to-day management and delivery of supporter care services within the organisation.

The job holder will support the Supporter Services Manager in monitoring internal SLA's and within the context of supporter care. Assist with the organisation's ongoing compliance with statutory regulations, particularly GDPR, the Data Protection Act, the Fundraising Code of Practice and Gift Aid regulations.

The Supporter Services Assistant will support the Supporter Services Manager with the coordination and smooth running of the Supporter Services team.

Key Responsibilities:

- Confidently respond to phone calls and enquiries from supporters and the general public in a prompt, professional and friendly manner.
- Produce letters and emails in response to enquiries from supporters and the general public
- Help to maintain supporter records on the Salesforce database. This includes address details, Gift Aid and communication preferences.
- Liaise with the wider Fundraising Team and Finance Team regarding donation coding and financial reconciliation and coding of Fundraising Teams invoices
- Process incoming donations received at the DEC Head Office via the post
- Maintain strong supporter relations by generating thank you letters and ensuring the database is consistently up-to-date and accurate
- Assist the Supporter Services Manager in the on boarding and training of temporary staff and volunteers
- Provide support to the Supporter Services Manager, and wider Fundraising Operations Team

Other

- Support the Supporter Services Manager and wider Fundraising team in team initiatives and projects associated with the role as required.
- Work with the finance team to reconcile income received via bank statements with their systems.
- Have an active involvement in relevant internal and external meetings
- Develop and maintain effective working relationships with other departments across the organisation, supporting them proactively in all aspects of supporter care, donation processing and on special projects as appropriate and required.

Working hours

Our normal working hours are 9.30am to 5.30pm, however, this post allows some flexibility in terms of working hours. The post-holder may on occasions be required to work additional hours in response to a DEC appeal, events held outside office hours or to extra workload. Where possible, notice of this will be given and TOIL (time off in lieu) is available.

Competencies	Level & Descriptor	Demonstrable descriptors [key, are in bold]
1. Delivering Quality Results	Level A Focuses on contributing to the DEC and achieving own objectives	Puts in effort required to ensure the delivery of own work and objectives to meet (and exceed) expectations. Strong self-management of time and effort. Checks own work to ensure quality.

		Completes tasks / routine work in a
2. Planning	Level A Manages own workload effectively	Plans and manages own workload effectively Is familiar with the DEC's mission and current strategic plan. Understands own contribution to the DEC's goals and objectives.
3. Analytical and Innovative Thinking	Level A Gathers information and identifies problems effectively	Interprets basic written information. Pays attention to detail by identifying and correcting errors. Recognises problems within their remit. Uses appropriate methods for gathering and summarising data.
4. Communications	Level B Fosters two-way communication and adapts communications effectively	Maintains constructive, open and consistent communication with others. Resolves minor misunderstandings and conflicts effectively. Communicates equally effectively at all organisational levels as well as external stakeholders (suppliers, partners and member agencies) Tailors communication (content, style and medium) to diverse audiences.
5. Team Working and Collaboration	Level A Works effectively as a team player	Knows their stakeholders and their requirements well. Respects and listens to different views/opinions. Is proactive in providing and seeking support from others. Gives and receives constructive criticism
6. Leading and Motivating	Level A Open to learning and responds positively to feedback	Actively manages own development and performance positively. Builds capacity of colleagues by sharing knowledge (induction) and acting as induction 'buddy' when asked.

		<p>Open to learning new things.</p> <p>Responds positively to feedback from others.</p> <p>Learns lessons from successes and failures</p>
7. Resilience	<p>Level A</p> <p>Recognises own stress levels and adapts</p>	<p>Recognises limitations and take steps to manage any resulting pressure or stress.</p> <p>Remains focused on objectives and goal in a rapidly changing environment.</p> <p>Takes responsibility for own work and for the impact of own actions.</p> <p>Shows a flexible approach to taking on mutually agreed additional work / responsibilities when needed to achieve results</p>

PERSON SPECIFICATION			
Criterion and descriptors		Essential	Desirable
Knowledge / Experience	<ul style="list-style-type: none"> -Experience of providing customer care -Understanding of the principles of good customer care and the accountabilities of a charity to its donors, supporters and volunteers -Experience using databases and donor admin systems 		D
Qualifications	A Levels or equivalent, with Maths and English GCSEs		D
Skills	<ul style="list-style-type: none"> -Strong communication skills -Excellent organisational skills 	E	

	<ul style="list-style-type: none"> -Strong attention to detail -Ability to prioritise and manage a varied workload, especially in busy periods -IT skills -Ability to write clearly and concisely -Good level of numeracy -Professional and friendly telephone manner -Resilience in a fast paced environment -Self motivated 		
Secretariat culture and mind set	<p>Ensure DEC's values are integral to and are upheld, throughout your DEC journey.</p> <p>Open to effective, personalised support for managing a healthy work-life balance.</p> <p>Acute self-awareness, maintaining behaviour and conduct of the highest standards of professionalism and respect as an ambassador for the DEC.</p> <p>Actively contribute to make the DEC a diverse and equitable workplace through inclusive practice and openness to different perspectives, cultures, and ideas.</p> <p>Embrace the working culture of a progressive learning and demanding humanitarian secretariat, seeking insight and using problems as opportunities to learn.</p>		