

Job Title:	Supporter Relations Assistant
Department:	Supporter Relations
Location:	London
Reports to:	Supporter Relations & Data Insights Manager
Line Management responsibility:	None
Budgetary Responsibility:	None
Child safeguarding level:	<p>We are committed to the safeguarding and protection of children and vulnerable people in our work. We will do everything possible to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us.</p> <p>Therefore, this post is subject to a range of vetting checks including a criminal records disclosure, DBS, or in the event that the employee is not a UK resident, a check to its equivalent in the current residing country will be required.</p>

Job Purpose:

The Supporter Relations Assistant role is responsible for receiving, processing and responding to enquiries and contact from supporters (Donors, Campaigners, Volunteers, Customers etc) and the wider general public. You will provide critical support answering queries, promoting our services/products and processing donations. You will be required to enter records accurately onto the Customer Relationship Management (CRM) system and to maintain a high level of accuracy in all management information.

Main Responsibilities

1. Providing excellent service on a daily basis. This role will be the first point of contact for all internal and external supporter related queries.
2. To ensure all calls are answered promptly and handled appropriately, and to take telephone donations when necessary.
3. Respond to all incoming enquiries from current and prospective supporters (phone, mail and online) in line with agreed briefs and procedures.
4. Create and amend supporter records on CRM from various sources. i.e. Mail, Telephone, Online, Automated Donation Line, PDQ and Bank Accounts.
5. To record all relevant correspondences (email, letter, phone) onto supporter records on the CRM database.
6. To provide live support between 9:30-17:30 to all stakeholders on the online chat service.
7. Respond promptly to all chat service requests, log them onto the CRM software and forward to relevant teams as necessary.
8. To prompt Muslim Aid website users and provide online support in completing their donation.
9. Provide feedback on chat service trends to the Supporter Service Manager and Communication/Web Officers.
10. Follow up on queries when required to maximise supporter satisfaction.
11. Liaise with relevant departments and individual staff members to keep updated with new and existing projects, campaigns, appeals, and relay information to the department staff members.

12. Process all invoices for the Supporter Relations & Data Insights department.
13. Take a proactive and collaborative approach to working within the organisation, supporting the Senior Officer and Manager and wider functions and always looking for opportunities to improve efficiency and service.
14. Ability to work flexible hours during major campaign times.

General Responsibilities

15. Provide support to all colleagues processing and handling donations.
16. Proactively promote our products and services to donors.
17. Provide a courteous, helpful and professional service to all callers.
18. Meet agreed personal performance targets and service levels.
19. To ensure Gift Aid declarations are captured and recorded accurately and correctly.
20. Keep records, enquiries and financial transactions in line with the Data Protection Act and GDPR.
21. Collaborate with all internal teams, departments and external agencies as appropriate.
22. Provide first line response to donor queries and complaints, escalating as necessary.
23. To participate in outbound calling campaigns.
24. To process all incoming departmental correspondence.
25. Champion our values of compassion, empowerment, justice for all and accountability when performing your work.
26. Maintain and store all records in line with MA document management and IT policies.
27. Comply with all policies, procedures, legal and regulatory requirements.
28. Any other duties commensurate with the accountabilities of the post.

Other

29. To ensure all records are maintained and stored appropriately in line with MA document management and IT policies.
30. To comply with all policies, procedures, legal and regulatory requirements.
31. Any other duties commensurate with the accountabilities of the post.

Person Specification		
	Essential / Desirable	Assessment Stage
Qualifications:		
Educated to A-Level standard or equivalent	Essential	Application
Experience & Knowledge:		
Customer service experience obtained from the commercial or charity sectors.	Essential	Application/Interview
Experience working in a busy environment, prioritising activities and managing multiple, conflicting priorities.	Essential	Application/Interview
Customer Relationship Management (CRM) database experience.	Desirable	Application and Interview
Experience in data entry, processing all types of donations (Cheques, online, debit cards and credit cards, etc.).	Desirable	Interview
Experience of working in call centre/office environment.	Desirable	Application and Interview
Handling high volumes of routine processes.	Essential	Interview
Understanding of GDPR	Desirable	Interview
Customer service and complaints management practices.	Desirable	Application and Interview
Knowledge of the Charity/Not-for-profit	Desirable	Application and Interview
Skills & Abilities:		
Excellent customer service skills.	Essential	Interview
Excellent interpersonal and communication skills and ability to liaise effectively with people at various levels.	Essential	Interview
Excellent team work skills with the ability to work with different and sometime conflicting agendas.	Essential	Interview
Excellent organisation and coordination skills.	Essential	Interview
Excellent written communications skills and the ability to write in an engaging manner	Essential	Application and Interview
Ability be able to take responsibility for and prioritise own workload.	Essential	Interview
IT literate with knowledge of MS applications and the ability to learn any software adopted by Muslim Aid.	Essential	Application and Interview
Ability to adapt to changing deadlines and priorities.	Essential	Interview
Self-motivated to perform regular repetitive tasks.	Essential	Interview
Ability to work in and with a diverse team.	Essential	Interview
Ability to work under pressure and on own initiative.	Essential	Interview
Ability and willingness to work unsociable hours during peak campaigns.	Essential	Interview

Commitments:		
Commitment to Muslim Aid's mission, visions and values	Essential	Interview
Commitment to Muslim Aid's ethos	Essential	Interview
Commitment to equality of opportunity and diversity	Essential	Interview
Commitment to Muslim Aid's Child and Vulnerable Adults Policy and Procedure	Essential	Interview

You will display the competencies below:	
Competencies	Definition
Team working	Co-operates with and respect colleagues to exceed up and beyond individual efforts.
Communication	The ability to listen, express and communicate information effectively.
Performance Management	Delivery of organisation objectives through effective setting of SMART personal goals and team goals.
Results Focused	Getting the job done in an efficient way through effective time, task and financial management.
Leadership	Inspiring, supporting and developing others to achieve outstanding levels of performance.
Innovation & Continuous Improvement	Constantly seeking to improve the way business is done through analysis, creativity, problem solving and change initiatives.

Please signify your acceptance of this job description by signing below and returning a copy to HR					
Employee signature:		Employee Name:		Date:	
Line Manager signature:		Line Manager Name:		Date:	