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Supporter Engagement Assistant

“In the past century FFI has consistently saved species from extinction and protected habitats from destruction. Their solutions have always been practical, efficient and sustainable in local circumstances.”

Sir David Attenborough,
FFI Vice-president

Fauna & Flora International

Fauna & Flora International (FFI) saves species from extinction and habitats from destruction, while improving the livelihoods of local people. Our guiding principles are to work through local partnerships, act as a catalyst for change, make conservation relevant, and base decisions on sound science. Founded in 1903, FFI is the world's longest established international conservation body; our conservation work, and impact, spans the globe.

Team

The FFI Fundraising team currently consists of around 20 individuals split into three sections – Supporter Development, Major Donors and Trusts & Foundations. This role is within the Supporter Development section, which focusses on raising unrestricted income from the general public. We work closely with FFI's Communications team on publications and online communications, working to ensure FFI's brand reputation is protected. Our income targets are bold and ever-growing, making it a dynamic and ambitious environment.

The Opportunity

This is a truly exciting time to be joining FFI's Fundraising Team. Over the past couple of years we have established a fundraising programme that is going from strength to strength. More people than ever are choosing to support FFI's work, and as a result our donor base is rapidly growing. The focus on nurturing relationships with these donors and providing an excellent experience is a strategic priority.

We are seeking an individual with excellent supporter care skills who can help us to build excellent relationships with our supporters and has a real affinity with the work that we do. Your role will involve responding to supporter requests, questions and queries from a range of communication channels, including email and phone, helping to deliver a first-class supporter experience. This frontline role is contributing to the development of the fundraising team to reach unrestricted income targets.

You will report directly to the Supporter Experience Manager, working closely with the Fundraising Officer and Database Manager on a range of activities.

You will be self-driven and well organised with meticulous attention to detail and excellent communication skills. In return, the role offers the opportunity to work within a friendly and lively team that is part of a groundbreaking and entrepreneurial organisation at the forefront of global conservation. In addition, FFI offers a generous pension contribution, attractive annual leave allowance and life insurance.

Our offices are located in The David Attenborough Building in central Cambridge, just a few minutes' walk from glorious historic buildings and museums, the picturesque River Cam, the central market and shopping centre, and a host of cafés and restaurants

Terms and Conditions

Start Date:	As soon as possible
Duration of Contract:	Permanent
Probation Period:	Six months
Salary:	£18,000- £20,000
Location:	Fauna & Flora International, Cambridge (some remote working from within the UK may be considered)
Benefits:	<p>25 working days' annual holiday entitlement pro rata plus Public/Bank Holidays and any normal working days that fall between 24 December to 1 January inclusive, during which time FFI UK offices are closed</p> <p>For employees on UK-based contracts, FFI currently provides a pension contribution of 8% of salary after 3 months' continuous employment.</p> <p>Group Life insurance, currently set at a benefit of 4 x basic salary</p>
Hours of Work:	This is a full time position working 37.5 hours per week, Monday to Friday inclusive.

Job Description

Job Title: Supporter Engagement Assistant

Reporting to: Supporter Experience Manager

Key Relationships: Supporter Marketing Team

Purpose:

The Supporter Engagement Assistant is a key post within the Fundraising team, with responsibility for providing the highest possible supporter care and stewardship to FFI's donors ensuring their questions are dealt with in a timely manner and they continue to feel valued and inspired.

This will include answering enquiries from supporters, FFI members and other members of the public via phone, email, and post. The role will ensure all communications and donations are managed in-line with FFI's income processes and the CRM database is updated accordingly.

Specific Duties:

Supporter Care & Engagement

- Provide a professional supporter care service ensuring that supporter communications and donations are dealt with promptly.
- Manage the supporter telephone line and mailboxes, and deal with questions, queries and processing donations.
- Support the Digital Team with community management on FFI social media platforms.
- Be responsible for ensuring that supporter records on the CRM database are accurate and up-to-date.
- Process supporter complaints in line with FFI's complaints procedure.
- Ensure acknowledgements and advanced notification letters are sent in a timely manner.
- Make recommendations for the improvement of FFI's supporter care policies and procedures.
- When required, handle ad-hoc donor requests received via FFI's response handling agency.
- Process returned mail and scan donation forms and correspondence related to fundraising, ensuring we maintain accurate records for auditing purposes.

General Responsibilities

- Contribute to team and wider organisational meetings as appropriate, developing in-depth knowledge of team and department activities.
- When required cover the main FFI telephone.
- Adhere to Data Protection legislation and FFI policies and procedures relating to the processing and storing of data.
- Any other duties that are within the scope and remit of the role and as agreed with your manager.

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent interpersonal and customer service skills • Excellent verbal and written communication skills • Good organisational and time management skills • Good prioritisation skills, with ability to balance competing demands • Proficient Microsoft Outlook, Excel and Word • Fluency in English 	<ul style="list-style-type: none"> • Ability to convey FFI's work with confidence and credibility
Knowledge and experience	<ul style="list-style-type: none"> • Good demonstrable experience in a similar role • Experience of working to deadlines 	<ul style="list-style-type: none"> • Experience with CRM databases • Experience of working in an international organisation • Experience of the charity sector
Behavioural qualities	<ul style="list-style-type: none"> • Strong commitment to organisational compliance • Demonstrates rigor, diligence and meticulous attention to detail in approach to work • Customer service focus • Demonstrates proactive approach to work • Comfortable working under own initiative and managing tasks with autonomy • Builds positive organisational relationships • Good team player 	
Other	<ul style="list-style-type: none"> • Commitment to FFI's values and empathy with FFI's mission • Entitlement to work in the UK 	<ul style="list-style-type: none"> • An interest in conservation and environmental issues

FFI Values

Values underpin who we are and how we act. Just as values shape who we are as individuals, they define us as an organisation, creating the culture of success for which FFI is renowned. Our people exemplify our shared values, which are interconnected and interdependent:

- We act with integrity
- We are collaborative
- We are committed
- We are supportive & respectful
- We get things done

How to Apply

Applications, consisting of a covering letter explaining why you feel you should be considered for this post, a full CV (tailored to the role as advertised, highlighting relevant experience and achievements) and contact details for two referees (who will not be contacted without your permission) should be sent to tom.beesley@fauna-flora.org

Please mark your application '**Supporter Engagement Assistant**'.

The closing date for applications is **22 August 2021**. Interviews are likely to be held during the week commencing **6 September 2021**. Candidates selected for interview will be contacted by email or telephone – please specify your preferred method of contact in your covering letter and indicate where you saw the position advertised

Regrettably, due to limited resources and the high number of applications we receive, we are only able to contact short-listed candidates. If you do not hear from us within four weeks of the closing date, please assume that you have not been successful on this occasion.

Applicants with Disabilities

FFI encourages applications from individuals with a disability who are able to carry out the duties of the post. If you have special needs in relation to your application, please contact Jade Bedwell, HR Officer, FFI, on Tel: +44 (0)1223 749044 or Email: jade.bedwell@fauna-flora.org.

FFI values diversity and is committed to equality of opportunity