

## **NORTH WEST AIR AMBULANCE CHARITY JOB DESCRIPTION**

<b>JOB TITLE:</b>	Supporter Services Assistant
<b>OFFICE BASE:</b>	Knowsley, Liverpool
<b>DEPARTMENT:</b>	Fundraising
<b>REPORTING TO:</b>	Supporter Services Manager
<b>RESPONSIBLE TO:</b>	Supporter Services Manager

### **Overall purpose of the role:**

Delivering excellent supporter care to enhance engagement and loyalty, through the prompt administration of all donations to the North West Air Ambulance Charity and the lottery scheme. As Supporter Services Assistant, provide a full administrative function by recording donations onto our charity database and acknowledge donations in a timely manner. To administer the lottery scheme and communicate key activity to subscribed members in a professional and personable manner.

### **Main duties and responsibilities:**

#### **Donations**

- To efficiently process all donations received by North West Air Ambulance Charity, logging supporter information on the charity database. Donations to be processed include (but not exhaustive) cash/cheque/card, bank transfers, online giving, CAF and other charity vouchers, and match funding etc.
- To efficiently process the standing order/regular/payroll giving payments made to NWAA.
- To provide effective supporter care through the prompt and timely implementation of donor acknowledgement correspondence.
- To appropriately personalise acknowledgement correspondence in order to ensure the implementation of excellent support care.
- To efficiently liaise with the Finance team at month end to support the bank reconciliation process.
- To efficiently process any ad hoc donations arising from the bank reconciliation process.
- To process credit card donations through the NWAA system as required.
- To respond to donor enquiries providing advice prior to or after a donation has been made.
- To produce timely reports and statistics on donations to support the fundraising team.

#### **Lottery**

- To provide effective supporter care through the prompt and timely implementation of member correspondence.
- To efficiently process all new members, logging supporter information on the lottery database. Accurately creating bank mandates or processing cheque payments.
- To efficiently process upgrades and reactivations received from third party suppliers.
- To undertake the efficient running of the weekly lottery draw and annual prize draw.
- To efficiently liaise with the Finance team to support the bank reconciliation process.
- To respond to member enquiries providing courteous supporter service.
- To produce timely reports and statistics on donations to support the lottery officer and Gambling Commission regulations.

- To keep abreast of lottery policies including social responsibility, gambling awareness and the lottery schemes terms and conditions.

### **Other**

- Keep abreast of current developments within the voluntary sector to identify opportunities and trends.
- To respect confidentiality of all information obtained whilst working for the North West Air Ambulance
- Such other duties as may be required from time to time on behalf of the North West Air Ambulance
- General administrative duties including answering the telephone, franking, photocopying letter typing and filing
- To undertake administrative tasks as directed by the Supporter Services Manager to ensure effective supporter care is delivered.

### **Conditions of Service**

<b>Salary:</b>	£16,000 pro rata
<b>Hours of Work:</b>	21 hours per week, over 3 days Monday to Friday
<b>Annual Leave:</b>	25 working days pro rata in a full leave year (1 April to 31 March), excluding statutory bank holidays

## PERSON SPECIFICATION

### Qualifications

- Educated at GCSE level or equivalent and above (E)

### Experience

- Previous experience of office administration (E)
- Experience in a customer loyalty focused environment (E)
- Significant experience of working with databases including data entry, extraction and uploads (E)
- Experience of using a fundraising database; with the intellect to learn new software packages, if required (D)
- Demonstrative experience of producing accurate correspondence (E)
- Familiarity in dealing with financial information (D)
- Experience of mail merge (E)
- Experience of batch processing multiple items (D)

### Skills

- Excellent interpersonal skills, capable of building and developing successful relationships at every level (E)
- Excellent communication skills (E)
- Ability to plan, prioritise and work towards deadlines (E)
- Ability to relate well to people at all levels and to be tactful and sympathetic with distressed people (E)

### Knowledge

- IT literate with excellent working knowledge of Word, Excel and Outlook (E)
- An understanding of a charity environment (D)

### Other

- Commitment to the cause and work of the charity (E)
- Enthusiastic and motivated with the capability of working in a team environment (E)
- To support the wider team in their work, under guidance of the Supporter Services Manager (E)
- To remain informed of issues affecting the key aspects of the role (E)
- A willingness to attend training courses as required (E)
- Understand the importance of confidentiality and to be discreet and act appropriately when dealing with confidential matters (E)
- To consistently demonstrate the NWAA core values (Professional, Dedicated, Dynamic, Thought Leaders) in all interactions with colleagues, volunteers and supporters (E)

(E) Essential (D) Desirable