

Job Title:	Supporter Relations Officer
Reports to:	Head of Department

General job description:

Responding to and answering supporter queries on the phone, together with processing incoming donations on our gifts database (Salesforce), creating and amending supporters' records, and recording Gift Aid / Donation Tax Benefit (if applicable) on the gifts database (Salesforce).

1. Principal responsibilities:

- Attend on phone calls (make & receive) with supporters and respond to supporters' questions;
- Respond to supporters' written questions;
- Process incoming donations by entering gifts onto database (Salesforce);
- Create / amend supporters' records on database;
- Prepare banking;
- Record / verify gift aid / donation tax benefit declarations (where applicable)
- Administrative support;
- Other duties as required and necessary for charitable objectives.

2. Technical Competencies:

- Must have, and be able to display, a keen eye for attention to detail;
- Must be able to communicate effectively, both verbally and in writing;
- Must be able to work to deadlines and maintain confidentiality;
- Prior experience or knowledge of Salesforce will be an advantage;
- Must be computer literate and confident in learning new systems;
- Must be able to demonstrate a passion for Christian ministry;
- Must be a team player and able to work flexibly within a team environment.

3. Educational Requirements and Work Experience:

While experience and knowledge of Salesforce is preferential, a successful candidate must be computer literate. Work experience in dealing with customer / supporter relations is also an advantage.

Salary will be dependent on skills and experience.