



© Micha Klootwijk-AdobeStock

Supporter Engagement Assistant

“In the past century Fauna & Flora 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,
Fauna & Flora Vice-president

Fauna & Flora

At Fauna & Flora, our shared purpose is to protect the diversity of life on Earth, for the survival of the planet and its people. We work closely with local conservation partners around the world to save nature, together. We harness this collective expertise to inspire positive change globally.

Fundraising Team

The Fundraising team currently consists of around 30 individuals split into three sections – Supporter Marketing, Philanthropy and Institutional Fundraising. This role is within the Supporter Marketing team, which focusses on raising unrestricted income from the general public. We work closely with the Communications team on publications and online communications, working to ensure our 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 Fauna & Flora's Fundraising Team. Over the past three years we have established a fundraising programme that is going from strength to strength. More people than ever are choosing to support our 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 Director of Supporter Marketing, and work closely with the Database team on a range of activities.

You will have excellent customer service skills and previous experience in a similar role. You will be 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 ground-breaking and entrepreneurial organisation at the forefront of global conservation. In addition, we offer 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

This role is not eligible for sponsorship for a Skilled Worker Visa.

Terms and Conditions

Start Date:	As soon as possible
Duration of Contract:	Permanent
Probation Period:	Six months
Gross Salary:	£24,700 per annum
Location:	Fauna & Flora, Cambridge Current policy offers partial remote working within the UK
Benefits:	25 working days' annual holiday entitlement plus Public/Bank Holidays and any normal working days that fall between 24 December to 1 January inclusive, during which time Fauna & Flora UK offices are closed For employees on UK-based contracts, Fauna & Flora currently provides a pension contribution of 8% of salary after 3 months' continuous employment. Group Life insurance, currently set at a benefit of 4 x basic salary
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

Reports to: Director of Supporter Marketing

Key working relationships: Supporter Marketing Team
Communications 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 donors, ensuring their questions are dealt with in a timely manner and they continue to feel valued and inspired.

This includes answering enquiries from supporters, 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 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 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 the complaints procedure.
- Ensure acknowledgements and advanced notification letters are sent in a timely manner.
- Make recommendations for the improvement of supporter care policies and procedures.
- When required, handle ad-hoc donor requests received via the 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 telephone.
- Adhere to Data Protection legislation and 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, knowledge and experience	<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 verbal and written English • Good demonstrable experience in a similar role • Experience of working to deadlines 	<ul style="list-style-type: none"> • Ability to convey Fauna & Flora's work with confidence and credibility • Experience with CRM databases • Experience of working in an international organisation • Experience of the charity sector
Behavioural qualities	<ul style="list-style-type: none"> • Demonstrates Fauna & Flora's values • 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 effective organisational relationships • Good team player 	
Other	<ul style="list-style-type: none"> • Commitment to and empathy with Fauna & Flora's mission • Pre-existing right to work in the UK 	<ul style="list-style-type: none"> • An interest in conservation and environmental issues

Fauna & Flora 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 Fauna & Flora 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 inclusive, supportive & respectful
- We get things done

How to Apply

Applications should consist of the following:

- Covering letter explaining why you are applying, relating your experience and skills to the role
- Full CV
- Contact details for two referees (who will not be approached without your permission)

Applications should be submitted electronically to tom.beesley@fauna-flora.org

Please mark your application '**Supporter Engagement Assistant**' and indicate in your covering letter where you saw the position advertised.

The closing date for applications is 6 October 2024. Interviews are likely to take place during the week commencing 10 October 2024.

No agencies please.

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

Fauna & Flora 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, People Adviser, by Email: jade.bedwell@fauna-flora.org

Fauna & Flora values diversity and is committed to equality of opportunity