LEAGUE
AGAINST CRUEL SPORTS

JOB DESCRIPTION

Position:	Supporter Services Assistant
Responsible to:	Supporter Services Manager
Responsible for:	No direct reports
Works With:	Supporters, managers and other departmental staff
Location:	One day a week in Godalming Head Office
Hours	20 hours per week (flexible options available)

Overview:

The role of the Supporter Services Assistant sits within the Fundraising Team.

The Supporter Services Assistant plays a key role in developing the credible, compassionate image the League gives to supporters and promotes the delivery of excellent customer services. Our motto is "dialogue, not monologue".

As Supporter Services Assistant you will be responsible for a wide range of responsibilities: responding to all supporter enquiries; providing inbound and outbound telephone services; keying in supporter details and actions onto our database; data importing; creating direct debits, taking credit card donations and processing supporter payments; opening the post; sending out thank you letters; printing, collating and mailing (or emailing) supporter services communications.

Your compassion, rigorous attention to detail and love for systems and processes will ensure our supporters remain at the heart of everything we do.

The League Against Cruel Sports is Britain's leading charity working towards a kinder society where persecuting animals for 'sport' is in the past.

Redefining what is acceptable and inspiring change, we were instrumental in helping bring about the landmark Hunting Act 2004. Driven by compassion and empowered by knowledge, we manage reserves to protect wildlife, carry out field operations to expose law-breaking and cruelty to animals, and campaign for stronger animal protection laws and penalties.

United, we will end animal cruelty in the name of 'sport'.

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Purpose of Job:

- To provide outstanding supporter service as well as fundraising and data administration support

- To help create an environment where supporter service is part of the DNA of the League Against Cruel Sports

- To ensure our supporters understand the high regard in which we hold their support; demonstrating integrity, passion and respect; build loyalty and value exchange

Principal Responsibilities:

a) Inbound communications
- Answer the general supporter enquiries telephone line; respond to supporter enquiries, take credit card donations, register new supporters, add and amend supporters personal and financial details and record on Raiser's Edge (CRM)
- Manage Supporter Enquiry Inboxes and ensure all correspondence is promptly and accurately responded to in line with the League's Policy
- Open the post weekly and ensure all correspondence is directed to the relevant member of staff, or responded to promptly, in line with the League's policy;
- Manage all supporter complaints effectively and through to resolution, ensuring complaints processes are implemented and adhered to at all times

b) Outbound communications
- Print, collate and post all necessary mailings for the onboarding, rejections, renewal and reactivation phases of the supporter journey

c) Supporter Payments
- Key, batch, import and process all supporter donations including direct debits
- Ensure all donations are promptly and accurately processed, recorded and thanked in line with the League's policy and within agreed performance indicators

d) Processes
- Action all Fundraising Preference requests through the FPS portal ensuring records are updated accurately and within agreed time periods on Raisers Edge
- Action importing of supporter information from various data sets onto Raisers Edge and Engaging Networks. Merge duplicate records and manage data consistency between our two databases, Raisers Edge and Engaging Networks
- Data provision of cancelled supporters to marketing team for reactivations
- Ensure agreed service level agreements and timescales are met
- Ensure all supporter correspondence adheres to the GDPR.

Other duties
▪ To represent the League at fundraising and campaigns events if required
▪ Work in line with company policies and processes, in particular health and safety and information security
▪ Actively work to embed sustainability into day-to-day practices, advancing sustainability at the charity
▪ Take an inclusive and collaborative approach to teamwork and stakeholder engagement
▪ Any other duties that are reasonably asked of you.

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Skills/Knowledge	Essential	Desirable
Experience and Knowledge	• Experience of working within Customer Care or Supporter Care • Experience of data entry and using Excel spreadsheets • Proven experience of handling sensitive enquiries and complaints	• Experience of Raisers Edge or other CRMs (training will be provided) • Basic understanding of charity laws and regulations, in particular GDPR
Skills and Competencies	• Professional telephone manner • Data entry skills • Strong attention to detail • Accuracy (imperative to ensure compliance with GDPR, fundraising reporting, supporter management) • Ability to organise and prioritise a busy workload • The ability to remain calm under pressure • Experience of ensuring multiple deadlines and service levels are met • Basic MS Word, PowerPoint and Outlook • Excel competent	• Confidence engaging with supporters at face to face fundraising or campaigning events

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Personal Characteristics
1. A genuine empathy and compassion for animals and commitment to the objectives and purpose of the League.
2. An understanding of and commitment to the values of accountability, openness and diversity.
3. Excellent interpersonal skills to be able to talk to anyone in a diplomatic yet inspiring way. A credible, approachable person that is authoritative and can build rapport and support for the League where it is needed.
4. The ability to work in challenging environments with resilience and manages challenges in an emotionally mature way.
5. The ability to drive forward change and adapt your response accordingly to changing needs and circumstances.

Acknowledgement
I acknowledge receipt of this job description. I confirm that I have read, understood and accept the requirements of this role.

Signed by the employee:	
Printed name:	
Date:	