

Supporter Services Assistant

20 hours per week
£14,285 per annum (£25k pro-rata)

Your impact:

This is a vital role that supports our incredible supporters — whether they're making a donation, updating their details or asking about our campaigns. You'll be the first point of contact for many of them, and fundamental to creating an environment where supporter service is part of the DNA of the League

Our motto is “dialogue, not monologue” — we value every conversation with our supporters, and you'll be instrumental in making sure they feel heard, appreciated and part of our movement.

Responsibilities:

- Responding to supporter enquiries by phone, email and post
- Processing donations and setting up direct debits
- Maintaining and updating supporter records using our CRM system
- Sending thank you letters and supporter communications
- Supporting data imports, exports and database hygiene
- Handling supporter complaints with care and professionalism

Must-have skills, education & experience:

- Experience in customer or supporter care
- Excellent written and verbal communication skills
- Confidence using databases and Microsoft Office
- Strong attention to detail and a high level of accuracy
- Empathy for supporters and a commitment to our cause
- A calm, friendly and solutions-focused approach

Experience with Raiser's Edge or similar CRM systems is helpful, but not essential — we'll provide full training.



League culture

What do we do?

Animals are at the heart of everything we do. We strive to protect animals from being persecuted in the name of 'sport.'

We campaign for change

Standing up for those who don't have a voice, our hard-hitting campaigns inspire action and demand changes to legislation to protect them.

We educate

Our high-profile work in the media and expert behind the-scenes lobbying across the devolved nations, ensures we can create awareness of the plight our wildlife faces.

We provide intelligence to law enforcement

Our animal crimewatch gathers reports of suspected animal cruelty for us to investigate. Our in-house intelligence team provides packages for local law enforcement about those suspected of illegal activity to bring them to justice.

We safeguard the natural environment across our wildlife reserves

Our ten wildlife reserves provide a safe haven for animals to roam free from persecution. Our reserves allow space for wildlife to flourish with minimal intervention and after just a few years this has already seen positive environmental results.

Who are we?



What's it like to work at the League?

[Hear from the Senior Management Team](#)

[What do staff enjoy about their work?](#)

[What are the biggest challenges?](#)

[How does the team feel about the League as an employer?](#)

Why join us?

In addition to the opportunity to impact real change for animals, we have:

- Great [benefits](#)
- A strong commitment to [learning and development](#)
- An ethical approach to [sustainability](#), [diversity and inclusion](#), and [business practices](#)

More about the role

Why join us?

You'll be joining a values-driven charity with a long and proud history of campaigning, protecting wildlife and exposing cruelty.

We offer a flexible, supportive working environment with 28 days (pro-rata) of annual leave in addition to the public holidays and rising with service, and flexible working arrangements.

Most importantly, working at the League gives you the opportunity to make a real difference for animals.

[Find out more about working at the League.](#)

Next steps

Work with us to stop animal cruelty in the name of sport, apply now by sending your CV to people@league.org.uk. Together, we can redefine what is acceptable and create a better world for animals.