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| Job title | Supporter Care Administrator (part-time; 21 hours a week; flexible) |
| Location | Support Office, London SW1 |
| Reports to | Head of Fundraising and Communications |
| Main responsibilities | Deliver excellent service to Prison Fellowship donors, and prospective supporters to build strong and loyal relationships through written and verbal communication, efficient administration of donations and maintenance of accurate database records. |

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| Critical Competences: |
| <ul style="list-style-type: none"> • Self-motivated • Excellent organisational skills and strong attention to detail • Ability to show initiative and flexibility in a fast-changing environment • Ability to analyse problems and find efficient solutions • Excellent time management and ability to work to deadlines • Good team member, with interpersonal sensitivity • Clear communicator, both written and oral • Aligned with Christian ethos and values of Prison Fellowship • Able to promote Christian mission of the charity |

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| Knowledge and skill requirement: |
| <ul style="list-style-type: none"> • At least one year's experience in delivering high quality customer or supporter care • Good working knowledge of MS Office applications • Good level of numeracy and literary skills • Experience of using databases to record accurate and up to date information • Experience of working with volunteers desirable • Experience with Raiser's Edge software a plus |

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| Working with: |
| <ul style="list-style-type: none"> • Reporting to Head of Fundraising and Communication • Support Office team • Other Prison Fellowship Staff and volunteers • First point of contact with Prison Fellowship donors and prospective supporters |

Key Accountabilities

Donor and Activity Support:

- To be the point of contact between PF and donors and prospective supporters
- Process donations and donor queries in a timely manner.
- Ensure PF donors are thanked promptly sending them thank you letters and other stakeholder correspondence
- Provide assistance with data entry into our database (Raiser's Edge) – ensuring we maintain data integrity by achieving a high level of attention to detail
- Maximise on Gift Aid opportunities and record accurately on the database
- Comply with the Fundraising Regulator's Code of Fundraising Practice
- Undertake a range of general administrative tasks, as required

Office Support

- Ensure all incoming enquiries and correspondence by phone, email and post are correctly dealt with in a timely manner
- Meet and greet visitors from a variety of backgrounds
- General office administration duties and support of other PF events in order to assist the smooth running of PF operations

Other

- Participation in staff prayer meetings
- Periodic visits to take part in PF local group activities including prayer meetings and visiting prisons.

Work Basis and Salary

- £11,400 part-time annual salary, based upon 3 days per week (21 hours). Working flexibly as organisational needs demand.
- Willing and able to work occasional evenings / weekends and travel to support PF volunteer and supporter events across England and Wales