

Operational / External Title: Supporter Administration Officer	
Role Title:	Supporter Administration Officer
Date of JD Review:	Nov 2024
Department:	Funding
Team:	Public Fundraising, Support Administration
Tenure:	Full time- Permanent
Band & Range:	Band B
Location:	Chard & In-Office
Reports to:	Supporter Admin Manager
DBS check required:	Yes/ <a href="#">[DBS Roles]</a>
Role UK requires	No (limited travel to London for all staff events)
Budget Holder	No
Direct Reports:	No
Indirect Reports:	No
Dotted line reports:	No
Does This role require International Travel:	No
<p>Internal Key Contacts: Data Protection, All Fundraising &amp; Communications teams</p> <p>External Key Contacts: ActionAid supporters &amp; fundraising agencies</p>	

## **Purpose Of the Role:**

To perform a wide range of administration activities and provide a high-quality administration service for fundraising and campaigning activity, implementing the “digital first” principle whenever possible, and proactively seeking on-going improvement in administration, in order to ensure that supporters and potential supporters receive the highest standard of care meeting our Every Supporter Matters ethos

## **Main Accountabilities:**

### **Supporter administration**

- To provide admin support across key supporter areas, taking care to load manual data accurately and with the appropriate standards of data protection and security, ensuring the avoidance of data duplication, and automating where possible.
- To load, enter and validate data onto the CRM system, working with the Administration Manager to carefully select and prepare data, and working with colleagues on database updates, amends and cleansing.
- To prepare, approve and distribute outgoing bulk marketing collateral including post and emails, and large-scale mailings to new and existing supporters.
- To work with Project Account Managers to set up all mailed fulfilment letters to their agreed formats and ensuring the final output is checked and signed off by the Project Account Manager before printing and mailing. This will involve using the CRM system and other mail merging tools, in liaison with other relevant teams.
- To review and report supporter marketing activities in order to determine how administration processes can be improved to enhance future performance.
- To support the Supporter Administration Manager in liaising with internal teams, external suppliers, and other fundraising agencies, to promote high quality data and admin.
- To drive the replacement of paper-based systems with digital systems where this leads to reduced cost and time, and equal or improved quality.
- To action referrals from Supporter Contact which come as a result of telephone and email communications
- Work to support our Every Supporter Matters ethos, ensuring that individual supporters’ needs are fully considered in each and every communication and contact point
- Ensure that all relevant supporter legislation is adhered to, referring to guidance from the Fundraising Regulator, Information Commissioner’s

Office (ICO) and Chartered Institute of Fundraising and any other relevant codes of practice

- Commitment to taking a Digital first approach to fundraising planning, campaign execution and ways of working
- Strive to achieve positive transformational change in all aspects of the Fundraising programme to support the Fundraising strategy
- Use the CRM system to carry out the above tasks, following business rules, guidance and training provided by ActionAid UK

## **Specialist**

### **Administration**

To lead on the admin for agreed specialist with administration duties including but not limited to:

- Creating templates for data integrity, and to accurately process, code and validate all data.
- Advising others on data processing including escalating any data issues,
- Checking and responding to correspondence, including managing relevant inboxes
- Counting, prioritising, communicating and reporting on resources and campaigns, including preparing, printing and despatching marketing materials
- Ensuring the appropriate creation, coding, digital and mail fulfilment on fundraising events
- Processing CTI (telephone agency outcome) files according to KPI's.
- Day start production
- CTI file download/processing
- Acting as First line of support for office printer issues

### **Team Working**

- To provide appropriate cover for the Supporter Administration Assistant's tasks in the event of their absence.
- To provide telephone support cover to the Supporter Contact Team, and provide holiday/sick/overflow support
- To provide ongoing support, advice and training to the Supporter Contact team including answering complex or specialised supporter queries.
- To engage with and demonstrate commitment to AAUK's mission, vision, values and strategic aims, ensuring alignment with wider team's vision, plans and objectives.
- To effectively represent the team and actively contribute at internal meetings and external events.
- To understand and adhere to AAUK's policies and practice.

- To proactively engage with the performance management system and take responsibility for seeking appropriate development opportunities including attending relevant organisational and external training courses.

## EXPERIENCE, KNOWLEDGE & EXPERTISE

### Essential Criteria:

- Commitment to AA's vision, [mission](#) and values, including a commitment to [feminist principles](#), safeguarding, and working in an organisation committed to working for the rights of women and girls.
- Commitment to AA's values of Equality, Diversity & Inclusion and upholding the values of becoming an anti-racist decolonised INGO.
- ActionAid UK is committed to preventing any form of sexual harassment, exploitation, and abuse (including child abuse and adult at-risk abuse) and responding robustly when these harms take place. We expect all ActionAid UK Staff and ActionAid UK Associated Personnel to share this commitment.
- Commitment to continually improving your digital skills and knowledge within the working environment.
- Experience of working with databases, word processing and spreadsheets (MS Office suite)
- Experience of working in an office environment amongst complex administrative processes
- Excellent written and verbal communication skills
- Attention to detail, able to complete complex and repetitive tasks with minimal errors
- Ability to make decisions on own initiative and to identify when other input required
- Well organised, logical approach to work, with the ability to tackle problems in an effective manner in order to resolve queries
- Ability to work as part of a close-knit team, sharing responsibility for some work areas with colleagues, but also willing and able to work under own direction.
- Able to motivate staff and volunteers undertaking repetitive tasks
- Willing to work as part of a wider team working towards ActionAid's strategy

## **Desirable Criteria:**

- Experience of living and working in the “Global South”, especially regions where we are funding programmes & projects
- Experience of working for an INGO
- Analytical experience to clarify and resolve queries.
- Knowledge of relational databases
- Ability to liaise with external agencies in absence of Admin manager
- Experience of using Microsoft Dynamics 365

It is expected that everyone at ActionAid UK will work to support and strengthen our desired culture of being bold, connected, diverse, optimistic, open and respectful through the way they approach and deliver their work by:

- Being accountable and responsible – your individual way of working
- Being innovative and collaborative – how you get things done
- Being empowering and trusting – how you build and sustain relationships.