

Operational / External Title: Supporter Operations Assistant

Role Title:	Supporter Operations Assistant
Date of JD Review:	January 2026
Department:	Funding
Team:	Supporter Operations
Tenure:	Part time & Permanent
Band & Range:	Band A
Location:	Chard, Office based
Reports to:	Supporter Administration Manager
DBS check required:	Yes [DBS Roles]
Role requires travel:	No
Budget Holder	No
Direct Reports:	No
Indirect Reports:	No
Dotted line reports:	No
Does This role require international Travel:	No
Internal Key Contacts: Data Protection Officer, All Fundraising & Communications teams	
External Key Contacts: ActionAid supporters, fundraising agencies	

Purpose Of the Role:

To provide high quality administrative support to all Supporter Operations teams across a range of services and activities, in order to ensure that supporters and potential supporters receive the highest standard of care. Office based in Chard, Somerset office.

Main Accountabilities:

Team Working

- Engage with and demonstrate commitment to AAUK's mission, vision, values and strategic aims, and 'My Feminist Behaviours' (including adherence to our Code of Conduct).
- To undertake any other duties, appropriate to the level in accordance with agreed procedures and guidelines.
- Proactively engage with the performance development approach, taking responsibility for seeking appropriate development opportunities and taking part in learning.
- To provide cover across the Supporter Operations team including holiday/sick/overflow support across the department.
- 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 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
- Work to ensuring that individual supporters' needs are fully considered in each communication and contact point
- Logistical support for department wide meetings and away days...

Administration support

Child Sponsorship Administration:

- Coordinate and process the incoming Supporter Correspondence to sponsored children, working with the Supporter Communications Mailing Specialist to ensure that correspondence is safeguarded, logged on our global database and filed in time for despatch to countries.
- Liaise with country programmes via our global database, to manage the schedule for rolling despatch of supporter correspondence to countries.

- Processing of gift returns from supporters who are part of the child sponsorship programme.

Supporter Administration

- To manage the Gone Away mail by recording status on the database.
- To support the Supporter Administration Officers and the Data & Analysis team to maintain the database through updates, amends and cleansing.

Fulfilment support:

- To collate and prepare information and resource packs for a variety of audiences.
- Support the print and collation of letters and various fulfilment packs or orders as needed.
- To despatch fulfilment materials accurately and within agreed timeframes, ensuring correct materials are sent out with each piece of correspondence.
- To assist with stock control, working with team specialists to undertake stock takes where required.

Systems & Process

- With support from your line manager, ensure that all relevant supporter legislation is adhered to in your role, referring to guidance from the Fundraising Regulator, Information Commissioner's Office (ICO), 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

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.

- Commitment to AAUK's Data Protection & Processing Policy and ability to comply with Data protection legislation and best practice in data management and processing.
- Proven administrative experience including data entry, filing, telephone and email response handling
- Ability to work independently and collaboratively across multiple teams
- Logical, organised and accurate
- Able to listen carefully to colleagues and carry out tasks as requested
- Good verbal and written skills
- Basic IT skills (MS Office suite)
- Able to remain motivated whilst completing high levels of repetitive tasks
- Willing to work as part of a wider team working towards ActionAid's long-term 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
- 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.