



## European Christian Mission Britain - Job description

### Supporter Relations Assistant

**Accountable to:** Business Manager

**Accountable for:** None

**Work Location:** ECMB office, Moulton Park Business Centre, Northampton with some homeworking if required/desired

**Hours:** 21 hours per week, 3-4 days per week (excluding Fridays) as agreed

**Contract type:** Permanent, subject to satisfactory references, proof of right to live and work in UK, and a 6-month probationary period.

**Main purpose of job:** As the first point of contact to ECMB, this is a key role in the office team as receptionist but, crucially, with responsibility for ensuring that communication with supporters and churches regarding finance, donations and prayer is of the highest standard. This postholder must therefore be able to communicate sensitively ECMB's charitable objects, mission, vision, and Christian ethos to our Christian supporters and also enquirers/business contacts of other faiths and none. There is also responsibility for recording communications, maintaining the office database, and dealing with day-to-day office administration.

### **Specific Responsibilities:**

#### **Daily**

1. Answer reception telephone and respond to enquiries or put calls through to other members of staff. Pick up recorded messages on the answerphone and pass on as appropriate.
2. Check emails and reply or forward on as appropriate.
3. Communicate with ECMB supporters by telephone, email and letter. (Reactive and proactive)
4. Make alterations to database records on ThankQ as required – and ensure that all communications whether phone, e-mail or letter are logged under the correspondence tab for easy future reference. Ensure that any DNC or deceased are logged promptly and that the Fundraising and Marketing Manager is informed if a mailing is imminent. Inform the Finance Team if there is a financial impact to the changes made.

5. Work with colleagues to ensure that enquiries from supporters are responded to quickly and accurately.
6. For Credit card donations received by post or phone call, enter details on Credit Card Form and pass to Finance.
7. For CAF/Stewardship Vouchers, photocopy, pass to Finance Team and post the original Stewardship Voucher to Stewardship.
8. Standing Order forms will be photocopied, finance forms completed, copy passed to Finance and the originals posted to the bank.
9. New Donor records to be entered on ThankQ database.
10. Add Gift Aid Declarations to the ThankQ Database and file in the Gift Aid File.
11. Dealing with general office administration tasks as they arise.

### **Weekly**

1. Open general post and distribute as appropriate.
2. Open donation letters (when possible, with another member of staff).
3. Compile a list of any finance related issues and host Finance Team zoom meeting once a week.
4. Add Gift AID Declarations and new Donors from the STRIPE Donation Report to Thank Q and put a hard copy in the Gift Aid File.
5. Attend staff prayer meeting, including sharing items for prayer from supporters and giving a short (2 minute) biblical reflection every 2 months.

### **Monthly**

1. Prepare an Acknowledgement letter template for each month.
2. Create a new Batch on ThankQ database, log all cheques received (having already written donor number and destination code and checked re receipt required and Gift Aid Declaration on each donation).
3. Deposit cheques in the bank.
4. Once the Finance Team have posted the batch send acknowledgements (via ThankQ) by letter or email promptly and professionally, ensuring to personalise each one in relation to any accompanying letter received with gift or specifics shared re intended destination of gift.
5. File all hard copy correspondence in the Donor folder for the current month.
6. Print and arrange the mailing (and e-mailing) of the prayer diary – printing labels and diaries, folding, envelope stuffing, franking + e-mailing out and one large print. Logging all on ThankQ. When possible, liaise with ECMB Volunteers for assistance.
7. Ensure stationery supplies are maintained, including greetings cards. Circulate cards for signing by staff as required.

### **Annual**

1. Christmas cards: Assist the Fundraising and Marketing Manager in setting up and testing the order system. Receive all Christmas card orders and process accordingly ensuring that any supporters who have not previously ordered are added to the Christmas Card group.

2. Annual statements: Assist the Fundraising and Marketing Manager in sending individual gift aid statements to opted-in donors.
3. Audit: Assist Business Manager in providing documents and reports in connection with audit.

**General duties:**

1. Adhere to the Data Protection Act as it relates to personal information held about our supporters.
2. Set up new codes or groups on the database and maintain accurate ThankQ information.
3. Welcome visitors to the building. If they are here to see a staff member, inform them that the visitor has arrived and provide drinks/biscuits if required.
4. Overseeing office supplies, equipment and suppliers including fault reporting.
5. Monitoring database records and producing reports for Business Manager and Fundraising and Marketing Manager as requested.
6. Undertake any other tasks as may be reasonably requested from time to time by your line manager.

**See:** Supporter Relations Procedures for more detailed instructions: *Policies and Procedures\Supporter Relations Procedures*

**Person Specification:**

**Essential skills:**

Good organisational and administrative skills.

General working knowledge of MS Office and Excel.

Ability to work both independently, using initiative, and under direction.

Ability to work well in a small team.

Excellent interpersonal skills, including a confident, polite, and cheerful telephone manner, and able to maintain confidentiality.

Strong Christian faith and able to agree to ECMB's Statement of Faith.

Accuracy and attention to detail.

**Desirable requirements:**

Experience of working for a charity in an organisational and administrative role.

Experience of liaising with financial donors.

Experience of ThankQ (donor database).

Experience of working in, and representing, a Christian organisation.

Excellent time management.

2/8/21