Recruitment Pack

Supporter Care Assistant

June 2023
Dear Candidate,

Thank you for your interest in the role of Supporter Care Assistant.

Anti-Slavery International is the world’s oldest human rights organisation. Our vision is freedom from slavery for everyone, everywhere, always.

We believe that modern slavery is a contemporary issue of the highest importance, and we are determined to work with others to make sure people can be free from slavery across the world.

The role will support in maintaining and improving excellent supporter care and overseeing supporter care administration within the fundraising and communications team.

The deadline for applications is midnight 12 July 2023. Interviews will be held in the week of 24 July.

Best wishes

Lizzie Muir
Community Engagement Officer
Job Description
Supporter Care Assistant

GRADE  A1 – A4
SALARY  £27,347 - £30,278 FTE (£16,498 - £18,167 pro rata)
CONTRACT TYPE  Permanent, part-time
HOURS  21 hours a week
LOCATION  Based in Stockwell, London
DATE  June 2023

CONTEXT
Our strategy commits us to working on four focus themes to drive systemic change and help end slavery for everyone everywhere:

- Child Slavery
- Responsible Business
- Trafficking
- Climate change and slavery

You can read more about us and how we work in the ‘About Us’ document on our recruiting webpage.

The Supporter Care Assistant is a key role within the growing fundraising and communications team.

This role supports our work by ensuring that our supporter care is supporter-driven and people-centred, improving trust in Anti-Slavery International and increasing longer, committed, deeper and high-value relationships that are funding and driving our mission.

The role will be critical in building a movement of people who are powering freedom by using their time, money and voices to make ending slavery everyone’s concern.

MAIN TASKS
Ensuring excellent supporter care

- Act as the first point of contact for all supporters, members, campaigners, media contacts and people interested in learning more about the work of Anti-Slavery International.
• Providing excellent supporter experiences for every interaction with a supporter.
• Respond directly to any supporter queries via email, phone and letter within standard timeframes.
• Respond to complex questions with learning from relevant technical team members and ensure FAQs are continually updated.
• Support the Community Engagement Officer to create, develop and improve our supporter care standards and processes in line with the fundraising and communications strategy, the fundraising codes of practice and work to ensure all across Anti-Slavery International are working in line with them.
• To improve relationships with supporters by using our supporter database to record interactions and communications.
• From time to time, support Anti-Slavery International’s fundraising and donor-facing events.

Maintaining our supporter database and processes
• Making sure all donations are processed and thanked within 3 working days and in accordance with Anti-Slavery International's supporter care processes.
• Processing monthly imports from third-party platforms and undertaking reconciliations with the finance and resources team.
• To assist in ensuring supporter data remains accurate in line with data protection policies. Troubleshooting and overseeing the integration of data with the finance system and third-party platforms.
• Help ensure that gift aid data is recorded in line with HMRC guidance.

Responsibility for income administration
• Record all income onto the supporter database.
• To be responsible for the accurate recording of supporter information on the supporter database in accordance with the organisation’s data protection policy.
• Working with the Community Engagement Officer and our database consultant to continually improve processing, thanking, banking and reconciliation.
PERSON SPECIFICATION

Essential

• Prior experience of delivering high levels of supporter or customer care in an externally facing role
• A genuine passion for speaking with supporters, and potential supporters, about Anti-Slavery International’s important work
• A working knowledge of data protection and experience of working within data protection guidelines
• Excellent written communication skills with a proven ability to inspire and make people feel valued
• Excellent problem-solving skills
• Strong computer proficiency and experience using CRM systems, such as Sharepoint and Raiser’s Edge
• Accuracy and excellent attention to detail
• Experience in managing people’s data (names, addresses, payment details)
• Pro-active self-starter committed to continually improving the supporter experience in a creative manner
• Ability to work independently, managing deadlines and reporting internally as needed

Desirable

• Demonstrable understanding of fundraising in a non-profit organisation and supporter care
• Demonstrable knowledge of Raiser’s Edge and understanding of fundraising data needs
• Demonstrable knowledge of SharePoint and the Microsoft suite, specifically Outlook, PowerPoint, Word and Excel

Summary Terms and Conditions

• The position is based in Anti-Slavery’s office in Stockwell, London but we are open to flexible working with at least one day per week in the office
• Annual leave entitlement is 30 days (on a pro rota basis initially) including 3 days that must be taken between Christmas and New Year
• There may be a requirement for some out-of-hours work, for which this would be agreed in advance and time in lieu is given
• We pay 6% into our recognised contribution pension with TPT Retirement Solutions, with a mandatory employee contribution of 2%
• The role is subject to a probationary period of six months
• We offer a range of employee benefits including an employee assistance programme and cycle to work scheme
• Unison is the recognised trade union
How to apply

This pack includes a job description, person specification and other background information. If you would like more information, please visit our website: www.antislavery.org

If you wish to apply for this position, please email a CV along with a one-page cover letter, setting out why you want this role and explaining how your skills and experience support your application.

Candidates must have the right to work in the UK, please confirm in your covering letter if you have the right to work in the UK.

Please submit your application to jobs@antislavery.org using the reference Supporter Care Assistant in the subject line before midnight on 12 July 2023. Please also complete the equal opportunities monitoring form at this link. The form is anonymous, and responses will be handled in strict confidence.

Interviews will be held in the week of 24 July either at our office in Stockwell or online.

We regret that it will not be possible for us to reply to candidates who have not been shortlisted for interview.

The successful candidate, must by the start of his/her employment, have the right to work in the UK.
We particularly welcome and encourage applications from survivors of modern slavery, Black and Asian candidates and those from a diverse ethnic background, and disabled, LGBT and non-binary candidates.

We have a zero-tolerance policy on bribery and corruption, recognising that bribery is contrary to fundamental values of integrity, transparency and accountability and undermines organisational effectiveness.

We are committed to safeguarding the children and adults that our staff and representatives encounter, virtually and in-person. As such, candidates are required to commit to and uphold our organisational safeguarding principles, practice and procedures. These organisational policies include, but are not limited to, the Code of Conduct policy and Safeguarding policy. We maintain a strict zero-tolerance policy towards bullying, harassment, sexual exploitation or abuse, of any form, perpetrated by any representative of the organisation.

The purpose of this Code of Conduct is:

- To guarantee high standards of staff behaviour and integrity
- To safeguard our staff’s, interns’ and volunteers’ welfare and that of external stakeholders with whom we work or come into contact
- To protect our reputation and interests

This role may require a DBS check for traveling to projects where there is access to vulnerable groups.

In accepting appointment, you undertake to regulate your conduct in line with the requirements of this code and to undergo any background checks that may be required.

As an organisation assessing applicants’ suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), we comply fully with the Code of Practice and undertake to treat all applicants for positions fairly. We undertake not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.