

# Job description



## Data and Supporter Care Coordinator

**Responsible to:** Supporter Database Manager

**Hours:** 35 hours per week (excluding lunch breaks), although there is some flexibility around this for the ideal candidate

**Location:** London Office. UK-based hybrid working is possible, but the candidate will be required to be in the London office at least two days per week.

### About Refugee Action

Refugee Action exists to work with refugees and people seeking asylum. We are a national charity with more than 40 years' experience of empowering people who've survived some of the world's worst regimes to secure the protection and support that they need to live with dignity and respect and build a new life in the UK. We do this by providing expert advice and casework, building the capacity of partner organisations and campaigning on the policies that affect them.

It's a crucial time to be part of Refugee Action as we embark on our next [strategic period \(2023 – 2030\)](#). Our vision for a welcoming, anti-racist UK has never been more important. We will get there by securing systemic change through our campaigns to change government policies and public opinion, through our direct services, and our work to strengthen and connect other service delivery organisations. You can [read more about what we do here](#).

We will also continue with our commitment in our strategy to do far more to learn from and shift power to refugees and people seeking asylum. We are also striving to be an actively anti-racist organisation. Both commitments are a top priority at Refugee Action.

### Purpose of post

This is an exciting opportunity for a committed and skilled individual to join our fast-paced and award-winning Fundraising and Brand Team. Refugee Action is currently growing and diversifying our income.

Through successful acquisition programmes, the team's supporter base and income is steadily increasing and we are looking for a someone to assist with data and supporter care. The role will sit within the Data & Insight Team but will work very

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closely with Public Fundraising, as well as working across the team supporting our Major Partnerships and Digital teams.

We are passionate and prioritise professional development and provide relevant support to ensure progression.

This will be an opportunity for you to utilise existing skills but also develop and learn new ones by working closely with the Data and Insight Officer on all aspects of our supporter data from donation processing to imports and data cleaning.

The role will help deliver excellent supporter experience by working alongside our Supporter Care Coordinator. Through verbal and written communications, you will develop strong relationships with Refugee Action's supporters and help to develop their loyalty to our organisation.

Finally, the postholder will play a role in embedding Refugee Action's aims to shift power to people with lived experience and commitment to anti-racist practice across all activity.

### Main duties and responsibilities

Ensure that Anti-Racism and the removal of barriers to power for people with lived experience are deeply embedded across all activities.

This role will be split 60% data responsibilities, 40% supporter care responsibilities.

#### Supporter care and communications:

- Deliver an excellent supporter experience by responding to incoming enquiries from current and prospective supporters (by phone, post, social media and email) in a timely and effective way.
- Support the team to deliver proactive communications that increase supporters' loyalty to Refugee Action.
- Sorting and distributing incoming Fundraising post.
- Assisting the Data & Insight Officer with ensuring all donors are individually and quickly thanked and informed of how we've put their gift to work.
- Actioning administration letters and emails to donors, confirming new, lapsed and amended regular gifts, rejected payments, Gift Aid and other supporter actions and enquiries.
- Signposting service users to our services team via phone and email.

## **Data and income processing:**

- Ensuring all online and offline donations are imported onto Raisers Edge (fundraising database) in a timely manner in time for month end reconciliation.
- Updating communication preferences – ensuring all communication preferences are up to date according to appeal responses.
- Keeping database up to date to ensure team members can keep track of their different communications and relationships.
- Gift aid management – ensuring all Gift Aid declarations are scanned and linked to each individual's record.
- Supplying email exclusions to the Digital Team.
- Assisting the Data & Insight Officer with data selection processes and data validation.
- Assisting the Data & Insight Officer with database cleaning.

## **Team support and administration:**

- Working with the Fundraising and Brand team, as well as cross-organisationally, to ensure Refugee Action's aims to empower people with lived experience and commitment to anti-racist practices are embedded across all activity.
- Providing administration and general support to the Fundraising and Brand team, which could include but are not limited to, stewarding fundraisers, writing supporter thank you letters, assisting in fundraising appeals or updating webpages on Refugee Action's website.
- Setting up and maintaining good fundraising office systems.
- Assisting the Fundraising team including Digital with specific fundraising activities as required. These could include but are not limited to, assisting with events, campaign launches, mailings or thank you calling.
- Supporting the team at events (e.g. London Landmarks Half Marathon).

## **For the charity:**

- Participate in regular team meetings and other Refugee Action staff meetings, planning and review sessions, conferences and working groups as required.
- Participate in discussions on Refugee Action's strategy as and when required.
- Carry out other duties consistent with the nature of the post.
- Liaise with other teams in Refugee Action as appropriate.
- Attend regular team meetings, in person or remotely (for example, over Microsoft Teams, Zoom, etc.) to share information, monitor services and foster effective and supportive team working.

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- Participate in individual supervision, training, and appraisal, as agreed with the Line Manager.
- Safeguard at all times confidentiality of information relating to staff and clients.
- Carry out all the above in accordance with the aims, values, and policies of Refugee Action, in particular, confidentiality, impartiality and Equal Opportunities.

You will work closely with your line manager to ensure work meets the Charity's changing needs and priorities.

### Candidate specification

Experience may be paid or voluntary, full or part-time, in the UK or overseas. Candidates will be shortlisted on the following specifications:

- Commitment to removing barriers to power for people with lived experience, and commitment to anti-racist practices.
- Understanding of how the UK's hostile and racialised border regime impacts on those affected by it.
- Experience of using Excel (including creating charts and tables) and databases (for example, Raisers Edge) to enter data.
- Ability to record information accurately and confidentially with very good attention to detail.
- Ability to manage multiple priorities at the same time, demonstrating flexibility and commitment to deliver to agreed schedule.
- Good spoken and written English skills with experience in providing supporter or customer care.
- Experience in, or ability to work in an office environment, setting up and maintaining effective administrative systems.
- Ability to work effectively as part of a team as well as on your own.
- Passion to pursue a career in fundraising.

Those with lived experience as a refugee are particularly encouraged to apply.

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## Terms and conditions of employment

This position is offered on a full-time, permanent basis. The following conditions of service will apply:

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| <b>Salary</b>                              | £29,489 - £32,148 (Band 2, NJC Points 17-22) plus Inner London Weighting £4,190 per annum. All new employees will start at the bottom of the band.  |
| <b>Location</b>                            | London Office. UK-based hybrid working is possible but the candidate will be required to be in the London office at least two days per week.  |
| <b>Annual increments</b>                   | Increments of one point per annum to the maximum of the band are paid on the 1 April. To qualify the post holder must be confirmed in post and employed since the first of the previous October.              |
| <b>Pension</b>                             | Refugee Action will contribute 8% of gross basic salary, plus £50 per month into a pension plan (pro rata for part-time posts).   |
| <b>Holidays</b>                            | 27 days per year plus public holidays (pro rata for part-time posts). Holiday entitlement increases to a maximum of 32 days per year, reached within five years of employment (pro rata for part-time posts). |
| <b>Hours of work</b>                       | 35 hours per week (excluding lunch breaks). Some evening and weekend work may be required for which time off in lieu should be claimed.   |
| <b>Flexible Working</b>                    | We are committed to considering all requests to work flexibly.  |
| <b>Probation</b>                           | The post will have a probationary period of six months.   |
| <b>Notice</b>                              | One month's notice of termination of employment on either side.   |
| <b>Disability</b>                          | We are committed to making every reasonable adjustment to the workplace or working arrangements so as to accommodate people with disabilities.  |
| <b>Employee Assistance Programme (EAP)</b> | All Refugee Action staff are subscribed to use a 24 hour confidential support line. Face to face counselling can also be arranged with the EAP's trained counsellors if appropriate.                          |