

## Job Description

<b>Summary</b>	
Job Title	Supporter Relations Coordinator
Department	UK Partnerships
Location	Head Office, Manchester, England
Job Type	Part Time
Reporting To	UK Partnerships Manager
Direct Reports	None
Job Purpose	To provide a full administrative service to all Hope for Justice donors and supporter bases to build long-term loyalty, foster donor satisfaction and retention.
<b>Duties &amp; Responsibilities</b>	
<p><b>Donor Relations</b></p> <ul style="list-style-type: none"> <li>• Coordinate with the UK Partnerships Manager to manage all annual giving Campaigns</li> <li>• Work with marketing and HFJ Global Comms to keep email lists current and up-to-date</li> <li>• Ensure all communications are properly targeted through careful and accurate segmentation of donor audiences.</li> <li>• Be responsible for achieving agreed goals and implement effective measures of success</li> <li>• Assist with the management and execution of fundraising events</li> <li>• Manage donor database system &amp; maintain on-going donor communication</li> <li>• Ensure that all thank-you letters and other forms of recognition are prepared and sent in a timely fashion</li> <li>• Ensure that all lapsed donors receive a follow up call/email to say thank you and find a solution to retaining them as a donor/supporter.</li> </ul> <p><b>General Administration</b></p> <ul style="list-style-type: none"> <li>• Handle incoming enquiries by phone and email, responding in a timely and professional manner</li> <li>• Record accurate details of all donations given on the FAITH database</li> <li>• Update and maintain FAITH donor database</li> <li>• Assist with post-event administration</li> <li>• Import web store orders into FAITH</li> </ul>	

## Person Specification

### Experience & Qualifications

#### Essential

- Previous supporter relations experience
- Able to provide high quality support to all donors
- Flexibility
- Communication skills
- Professionalism
- Attention to detail
- Discretion in dealing with confidential and sensitive information
- IT skills

### Generic Competencies

These competencies are the core skills and behaviors that the job holder is expected to demonstrate and are mandatory for roles within Hope for Justice:

- Team work
- High level of attention to detail
- Ability to work with change
- Self development
- Problem solving skills
- Project management
- Time Management
- Decisiveness
- Negotiating and influencing

### Review

Date Completed	160706
Version Number	1.0
Approved By	Director of Development