**Job Description**

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| **Summary** |
| Job Title | Supporter Relations Coordinator |
| Department | UK Partnerships Department |
| Location | Manchester, England |
| Full-time/Part-time/Job Share | Full 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.  |
| **Duties & Responsibilities** |
| **Donor Relations*** Oversee the development of a new CRM system and the migration of donors onto it.
* Coordinate with the UK Partnerships Manager to manage all Annual Giving Campaigns.
* Work with HFJ Global Communications to keep email lists updated/current.
* Ensure all communications are properly targeted through careful and accurate segmentation of donor audiences.
* Be responsible for achieving agreed goals and implement effective measures of success.
* Assist with the management and execution of events, including call days to recruit attendees.
* Manage CRM system & maintain on-going donor communication.
* Assist with the production of content for monthly newsletters to the target audience.
* Assist with the production of content for the year end Impact Report.
* Ensure that all thank-you letters and other forms of recognition are prepared and sent in a timely fashion.
* Ensure that all lapsed givers have received a follow up call/email to say thank you and find a solution to retaining them as a supporter.

**General Administration*** Handle incoming enquiries from donors, by phone and email, responding in a timely and professional manner.
* Record accurate details of all donations given on the CRM system.
* Update and maintain donor details on the CRM system.
* Assist with post-event administration.
* Import web store orders into CRM system.
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| **Person Specification** |
| Skills and CompetenciesEssential:* Experience of using CRM systems, preferably Salesforce
* 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
* Previous supporter relations experience

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
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| **Review** |
| Date Completed | 20th January 2017 |
| Version Number | 2.0 |
| Approved By |  |