**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. | |
| **Person Specification** | |
| Skills and Competencies Essential:   * 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 |  |