

FareShare

Job Description - Supporter Care Administrator

Reporting to:	Individual Giving Manager
Location:	Deptford, London. Currently Remote working
Contract:	Permanent
Hours:	35 Hours , Full Time
Salary:	Up to £24,000

About FareShare

FareShare is the UK's national network of charitable food redistributors, made up of 18 independent organisations. Together, we take good quality surplus food from right across the food industry and get it to almost 11,000 frontline charities and community groups. During 2020, we redistributed 113 million meals through our FareShare Regional Centres and our retail surplus model FareShare Go, reaching over 1 million people.

Hunger is a growing issue in the UK and while there is surplus food that is otherwise going to waste, we believe that this food should be used to feed people first.

The COVID19 pandemic has shone a spotlight on the issue of food insecurity in the UK and with it, FareShare's ability to get food to vulnerable communities nationwide. We are fortunate to benefit from the support of major retailers, the media, sports ambassadors and a groundswell of public engagement. As a result, there has never been a more exciting time to join an organisation at the heart of public consciousness.

FareShare's Strategy & Vision

Vision: We have the vision of a UK where “No good food goes to waste”.

Mission: To use surplus, fit for consumption, food to feed those who are vulnerable in the UK by supporting front line charitable organisations that tackle the cause and not just the symptoms of food poverty.

Our Purpose: We are doers. We are a community. We change lives.

Our Values:

- Passion** - for our cause and the challenge that lies ahead
- Ambition** - to go the extra mile and drive the change that must happen
- Respect** - for ourselves, each other, our volunteers, our partners and our beneficiaries
- Collaboration** - it's only by working with others that we can be stronger
- Focus** - on providing the best service possible so that we deliver and achieve the most for our clients/customers.

The role

We have a dynamic, award-winning Fundraising team and have seen incredible growth in support across income streams over the last year. At the same time, the organisation is passionate and committed to increasing our activities so that more food can reach the 11,000 charities and community groups nationwide. To meet this ambition, we need to continue to grow our income and are looking for a Supporter Care Administrator who will be a key part of our team, delivering exceptional care and stewardship to our supporters.

This role is the first point of contact for supporters and will ensure they feel valued and inspired to continue their support. A lifelong involvement with FareShare begins when supporters first contact us. So whether thanking, processing donations, answering queries or helping maintain our data, you will be vital to our success.

We are looking for fantastic communication skills. You will have a flair for delivering fantastic customer service and enjoy working within a fast-paced environment.

About You

You currently work in a supporter care or customer experience environment and enjoy public-facing responsibilities. You cherish the chance to join a charity which has entered the national consciousness as a trusted, 'can-do' change-maker. You welcome the chance to be the Fundraising team's 'go to' person for supporter care-related queries and requests.

Main areas of responsibility

The key focus of the role will be:

- Be a positive and helpful first contact for supporter queries. Manage and support communication channels for Fundraising including telephone and email.
- To assist with data entry and maintain accurate supporter records.
- Support the Fundraising team with delivery of campaigns.

Supporter Care

- Be the first point of contact for supporters, delivering an outstanding level of customer service, providing detailed and accurate information and support all enquiries by telephone, letter and email from all who get in touch. This is likely to include members of the public, companies, trusts, existing supporters and those looking to support us.
- Write and send donation acknowledgments letters to supporters.
- Record all interactions accurately and clearly in our database where appropriate.
- Support the Fundraising team with donation queries from internal teams.

Fundraising Activity

- Support the Individual Giving Officer in the development and administration of fundraising appeals.
- Work with the wider Fundraising team to create inspiring communications for our supporters.
- Provide administrative support with Gift Aid claims.

General

- Keep up to date with the Code of Fundraising Practice and GDPR compliance and ensure supporter care activity is delivered in line with regulations.
- Support the Individual Giving Manager and the wider Fundraising team as required.
- Occasional work outside of regular office hours and UK travel may be required.

Person Specification

Essential Criteria

- At least one year's experience working within a Fundraising team.
- Experience of delivering excellent supporter care or customer service.
- Excellent phone manner, including ability to cope with challenging conversations.
- Excellent interpersonal and communication skill.
- Able to demonstrate excellent organisational and administrative skills.
- Organised and methodical approach to work.
- Ability to contribute effectively to the team as well as the ability to work independently.
- Able to follow instructions and carry out routine and complex tasks accurately, systematically and reliably.
- Excellent attention to detail.
- Proficient in the use of MS Office.

Desirable:

- Experience of the voluntary sector.
Experience of using a Customer Relationship Management (CRM) system.

Values and Behaviours

- A commitment to Equal Opportunities.
- A passion for understanding of FareShare's mission and strategy.
- Flexibility of approach and a team player
- Forward thinking and willing to contribute ideas and opinions.
- Willingness and ability to travel around the UK on an occasional basis.

For any further questions on this please email recruitment@fareshare.org.uk

Application Process

If you would like to apply for this role, please send a copy of your CV and a supporting statement showing how you meet the essential experience outlined in the person specification to recruitment@fareshare.org.uk