

JOB DESCRIPTION

Post Title:	Temporary Supporter Services Assistant
Department:	Communications & Fundraising
Responsible to:	Senior Supporter Services Coordinator
Supervisory responsibility:	None
Date of Issue:	January 2025

Main Purpose of Job:

The Temp Supporter Services Assistant's role is to cover the day-to-day aspects of membership admin while the Supporter Services Team finishes the project to implement a new CRM. During this period, the role will be the first point of contact for member and supporter enquiries. You will work closely with the other members of the Supporter Services team to manage communications and engagement with our supporters and members and assist in managing our membership database.

Please note: This is a three-month fixed term contract and thereafter a rolling monthly contract. The role is hybrid, with work mostly from home, but you will still be required to attend the office regularly (currently weekly) to print and send membership packs to new members, so you must live within a commutable distance to the Jewellery Quarter, Birmingham.

Duties and Responsibilities:

Supporter services and membership administration (70%)

- Provide a welcoming, efficient, and professional service to supporters, members and potential supporters of The Vegan Society who contact the team via email, telephone and other platforms.
- Process membership applications and renewals (received via post, phone, online or sign-up sheets from events), including taking payment over the phone, collating and posting out membership packs and recording membership information accurately.
- Support members in accessing their accounts on the website, troubleshooting where needed (e.g. can't log in etc.).
- Promote the use of Gift Aid and ongoing subscriptions to existing and new members.
- Assist in the admin for The Vegan Society's Annual General Meeting.
- Support the Supporter Services Coordinator in the creation and distribution of member & supporter mailings and newsletters.

Processes and database management (30%)

- Input and manage data in our membership database.
- Ensure that all member data is accurate and complies with current data protection legislation, including GDPR.
- Work with the Finance Dept. and Supporter Services team to process all payment types, including credit/debit cards, cash, cheques, standing orders, direct debits, and BACS payments

General:



The following duties are ones which all staff are required to perform:

- Observe health and safety procedures and work safely at all times.
- Contributing to wider organisational development and communications.
- To be responsible for your own continuing self-development, undertaking training as appropriate to the working environment and location, and developments in your role.
- Undertake any other duties as required by your line manager in order to meet the changing needs and demands of The Vegan Society.
- Positively and actively promote The Vegan Society and its values.
- Conduct yourself with professionalism, tact and diplomacy at all times as a representative of The Vegan Society.

This job description is provided to assist the post holder to know their principal duties. It may be amended in consultation with the holder without change to the level of responsibility or remuneration appropriate to the post. The job description is not exhaustive, and you may be asked to carry out additional tasks which are appropriate to your job role, as required by your line manager.

Data Protection

During the course of your employment, The Vegan Society is required to tell you about the personal data that we collect about you and what we do with that information, including how we use, store, transfer and secure your personal data. You shall at all times comply with all relevant data protection legislation and GDPR and all obligations imposed on you under The Vegan Society's data protection policy and privacy notice from time to time in force.

It is a condition of your employment that, as far as is possible and practicable, you adhere to a vegan diet and lifestyle.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL <i>These are qualities of the ideal candidate</i>	DESIRABLE <i>This information could be used to differentiate applicants</i>
Qualifications	<ul style="list-style-type: none"> • A good standard of education (minimum of passes in English and Maths). • Relevant experience in a similar role. 	<ul style="list-style-type: none"> • Educated to degree level
Skills and Knowledge	<ul style="list-style-type: none"> • Excellent written and verbal communication skills with the ability to communicate with people at all levels, providing clear information, support and advice. • Excellent numerical skills in order to collect and collate accurate information. • Ability to work effectively as part of a team. • A very good eye for detail with a high level of accuracy. • Ability to develop positive working relationships with a range of people at all levels, both internally and externally. • Computer literate with strong MS Office skills. • Ability to work successfully to targets, effectively communicating along the way, delivering objectives and desired outcomes. 	<ul style="list-style-type: none"> • An understanding of the needs and motivations of supporters or members. • An understanding of working in/with NGOs or small charitable organisations. • Knowledge of Third Sector regulations for example, member benefits, Gift Aid and Code of Fundraising Practice. • Good knowledge of environmental and/or non-human animal issues. • An understanding of relevant data protection legislation and requirements (incl. GDPR and PECR).
Experience	<ul style="list-style-type: none"> • Experience of working in a customer-facing role. • Experience of handling data including data entry and analysis. 	<ul style="list-style-type: none"> • Experience of working in a membership organisation or within a Fundraising/Communications Department. • Experience of working with web content management systems and relationship databases.
Personal competencies and qualities	<ul style="list-style-type: none"> • Ability to keep calm under pressure. • Smart, presentable with a mature, responsible approach. • Confident and friendly manner. • Discreet and confidential. • Positive, approachable and adaptable. • Team player. 	

	<ul style="list-style-type: none">• Able to travel with infrequent overnight/weekend stays away from home with advance notice.• Willingness and ability to undertake appropriate training and development as required.	
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