

July 2019

Dear Applicant

Donor Care Officer

Thank you for your interest in the above post and working within Mothers' Union.

Mothers' Union is a global, women led, volunteer movement. With over four million members in 83 countries, we are united in our diversity and living out our faith, we support individuals and families to transform their lives. Embedded in the Church and community, we have unprecedented reach that gives a voice to the stigmatized and vulnerable around the world.

Mothers' Union is unique within our sphere of development. We walk alongside community groups to help them transform their own lives through education, training and lifelong skills development. We want to help them create or access permanent and sustainable solutions to the problems they face and help them transform from within.

This application pack outlines the responsibilities in this post.

For information on our work, see our latest annual review on our website

https://www.mothersunion.org/sites/default/files/resources/public/Mothers%20Union%20AR%2096%202017%20Web_0.pdf

To apply, please complete the application form and equal opportunities form (optional) describing how your skills and experience match our requirements and what you would bring to the role. You may email your completed application from to jobs@mothersunion.org or by post to Mothers' Union, Mary Sumner House, 24 Tufton Street, London SW1P 3RB.

**The closing date for receipt of completed applications is 19th July 2019.
Interviews are scheduled for 24th July 2019.**

We regret that only shortlisted applicants will be contacted. If you have not heard from us by 23rd July 2019, please assume that your application was not shortlisted on this occasion.

Yours sincerely



**Dee Babudoh
HR Manager**

JOB DESCRIPTION

Title: Donor Care Officer
Unit: Fundraising & Communications
Hours: 35 hours per week
Accountable to: Individual Giving and Partnerships Manager

Job dimensions:

No staff responsibility attached to the post
No expenditure budget attached to the post

About Mothers' Union

Mothers' Union is a membership organisation and our members have been empowering communities to combat poverty, speak up for social justice and improve wellbeing of those around them for more than 140 years.

Family and community are at the heart of all we do, ensuring any change is relevant and lasting. We are proud that through our 4 million members acting as volunteers we are able to understand and support in the region of 1 million people each year, giving them the skills and knowledge to transform their own lives for the better. Founded by the social activist Mary Sumner in the 19th century who championed change, particularly in matters relating to women and family life continues to be part of our DNA. Our Christian values further underpin this commitment to working towards a world that ensures everyone is able to live life in all its fullness and our inclusive approach ensures we work with people of all faiths and none.

We are unusual in that all of the work is undertaken by members in their own communities, making delivery highly cost-effective and sustainable.

How we are organised

Mothers' Union is a Federation of some 600 independent entities worldwide (including 66 Mothers' Union Diocesan charities in Britain and Ireland), affiliated to the central charity, and headquartered in London, which is incorporated under Royal Charter. The central charity serves 3 distinctive purposes: acting as the secretariat for the worldwide movement and Board; financing and co-ordinating major global development and policy initiatives for the whole movement; providing the secretariat for the members in Britain and Ireland (which in other countries is provided locally).

From small community initiatives to national programmes our aim is to strengthen family life by nurturing relationships that are loving, faithful and respectful.

Each member subscribes to the same values; the moral and ethical codes that are central to the ways in which we operate:

- We are firmly rooted in a voluntary ethos centred on mutual respect and collaboration;
- Our governance, leadership, and programmes are driven by and undertaken through lay members within their own communities worldwide; and
- We work with people of all faiths and none.

Job Purpose

1. To be responsible for the day-to-day management and development of Donor Care.
2. To develop and implement ways of working that will deliver exemplary, effective and efficient (and safe and legal) donor care and development.
3. Working in partnership with fundraising and non-fundraising teams across the organisation, to oversee the fulfilment and development of long-term sustainable support in delivering ambitious objectives.

Key tasks

- To support the development of a Donor Care strategy
- To develop and manage processes for the management of Donor Care management
- Help procure and manage external suppliers for Appeals and Campaigns
- Be responsible for all aspects of Donor Care, including internal knowledge of recent activities and potential enquiries
- Responding to and managing all complaints relevant to Fundraising, and keeping appropriate records of such issues in order to fulfil obligations to Regulatory Bodies such as the Fundraising Regulator.
- To keep the CRM database up to date and accurate to ensure effective communication with supporters and subscribers (until such a time subscriptions are no longer required).
- To assist in developing, implementing and maintaining an efficient and effective filing and data management administration system for the Fundraising department.
- To provide administrative support for the team particularly in assisting with correspondence to supporters and members in response to fundraising appeals and communications activity.

Main Responsibilities

Donor Care:

- To be the first point of contact for all donor enquiries by phone, letter or email. To respond to these enquiries by sending out the relevant materials and correspondence in a timely manner.
- To plan and engage supporters with updates, resources and cross-selling of products to maximise interest and responses from donors.
- To ensure that donor care delivery is effectively covered and managed at all times.

Research and Regulatory Management:

- To maintain and manage the team requirements from the database including ensuring that contact details are accurate and up to date along with other supporter's records.
- To work with the Individual and Corporate Fundraising Officer to help deliver and track the supporter and member journeys, supporting analysis and feedback from the database.
- To undertake research as required and compile and maintain appropriate lists and databases of information/contacts.
- To manage Fundraising Regulatory memberships and processes; including data protection for Fundraising.

Income Processing & Reporting:

- To be responsible for sending out thank you letters and other correspondence in response to fundraising appeals or other communications material.
- To manage the bookings diary for Mothers' Union's displays and banners.
- To brief internal stakeholders on upcoming activity to ensure consistency of call handling and messaging.
- To work with colleagues within the team to help log and coordinate mailings and activities

General

- Be proactive in keeping up to date with developments affecting the role
- To actively be involved in any projects undertaken by the team and contribute as required or directed by the Head of Fundraising, Communications and Membership.
- To work closely with Central Services as requested on various fundraising campaigns.
- To contribute to Team meetings and organisational priorities.
- To carry out other reasonable duties as required.

Personal Characteristics and skills required

- Experience of working in a customer/supporter or membership role dealing with customers or donors via letter, email and over the phone.
- Experience of working with external agencies in order to manage mailings or production of materials.
- Experience of working in an office managing a varied range of administrative tasks, including minute taking at meetings.
- High level of computer literacy- proficient in MS Office in particular Excel, Word, PowerPoint and Outlook.
- Experience of database administration and their use in marketing effectively to donors and members.
- Excellent administrative and organisational skills – an ability to effectively manage workload and meet set deadlines.
- Flexible - able to work largely self – directed and use ones own initiative.
- Attention to detail with the ability to work accurately and consistently in keeping with high professional standards.
- Excellent interpersonal skills – ability to engage with a wide range of people both through written and verbal communication.
- Team player- ability to work with others and contribute to the success of the Team.

Education or Qualifications required

Educated to 'A' level/higher or relevant administrative or IT qualifications or possess demonstrable significant administrative skills.

General

- The responsibilities in this post may be adapted or changed in line with the needs of Mothers' Union. Other duties may be added or requested as a result.
- The responsibilities in this post will require the post holder to work within a team and cross functionally with other teams to achieve the objectives.
- Willingness to work very occasionally at the weekend/overnight stays away from home.

Work Ethos

Integrity lies at the heart of Mothers' Union and in our voice and actions, we aim to be:

- Respected;
- Effective;
- Accessible;
- Clear yet not strident;
- And innovative in approach.

Staff are expected to reflect these core values in their own personal characteristics. Post holders are expected to be able to demonstrate:

1. A level of competence appropriate to the demands of this post.
2. The ability to conduct work in keeping with high professional standards and in accordance with Mothers' Union's Aim, Objectives and Values.
3. A clarity of communication characterised by warmth and openness.
4. A collaborative and constructive style of operating, respecting colleagues and volunteers and their contribution.
5. A broad sympathy with the Christian faith.

Terms attached to the role

Duration

Permanent contract

Time commitment

Maximum of 35 hours a week, Monday- Friday. The office is open from 8:30am – 6:30 pm. Actual working hours will be agreed with the post holder.

Salary

£24,000 - £28,000 per annum

Benefits

- Automatic enrolment with the option to opt out - contributory pension 3% with Mothers' Union contributing 7%
- 28 annual leave days, including bank and public holidays + 5 Mothers' Union days
- The 5 Mothers' Union holidays are: Maundy Thursday (the day before Good Friday), Christmas Eve, and up to three days between Christmas and New Year depending when Christmas falls during the week.

- Interest free season ticket loan.
- Access to the 24 hr Employee Assistance Programme

Notice period

One month on either side following the probationary period. The probationary period is three months. During the probationary period, the notice period is one week on either side.