

## JOB PROFILE

TITLE: **SUPPORTER SERVICES ASSISTANT**

REPORTING TO: **HEAD OF SUPPORTER SERVICES**

Thank you for your interest in this position. Please read these introductory pages very carefully before proceeding. If you then want to apply, please do the following: write a one-page covering letter, typed or in your own hand and prepare a typed CV (max. two pages A4). All information will be treated with the strictest confidence.

If sending by post, please address to: Head of Supporter Services, Survival International, 6 Charterhouse Buildings, London EC1M 7ET. Or email the items to: [tb@survivalinternational.org](mailto:tb@survivalinternational.org)

Our recruitment procedure requires a good deal of your time and effort, but we must narrow the field only to those who both really want this position and who are suitable. We normally receive a large number of applications, and select a few for interview at Charterhouse Buildings. If you are selected, we will let you know the date and time. If you wish to withdraw your application, we would be very grateful if you would phone or email to let us know. You should allow up to three hours for an interview (though it will probably be less). Your interview may include tests. A handful of people may be invited to a second interview.

As a charity, we are unfortunately unable to cover your expenses. We would also ask you to note that constraints on Survival's resources, particularly staff time, mean that we are *unable to give feedback to candidates who are not selected*.

### **BACKGROUND**

Survival is the global movement for tribal peoples' rights. We help them defend their lives, protect their lands and determine their own futures. Founded in 1969, we have offices in San Francisco, Amsterdam, Berlin, Milan, Madrid and Paris with the headquarters in London.

Survival has a strict funding policy that ensures the integrity and focus of our work. We do not accept funds from anyone likely to compromise our objectives or independence. And to avoid the risk of both manipulation and financial dependence, we do not accept money from any national government.

Almost all our money (about 80%) comes from our supporters and concerned individuals. About 10% of our income comes from a few trusts and foundations. The remainder comes from our merchandise (<http://shop.survivalinternational.org>).

## **JOB DESCRIPTION**

*We depend on you. We need your money, energy and enthusiasm to help us fight one of the most urgent and horrific humanitarian crises of our time.*

Survival supporters are vital to our existence. This is a pivotal role within the Supporter Services department and the charity as a whole - ensuring existing supporters and the general public have the best possible experience; from their very first interaction with Survival and throughout their relationship with the charity. You will work closely with the department head to raise funds from, and build relationships with, donors and potential donors, promoting the work of the charity in order to meet fundraising targets. This is a busy, multi-faceted and challenging job with a unique organization.

### **Administrative Support**

You will provide essential day-to-day administrative support to the team, offering excellent customer service when dealing with queries from supporters and prospective supporters. No day will be the same, with a mixture of in-and-outbound calling, combined with essential administrative tasks like processing donations and timely thanking, or capturing important information about Survival supporters and their motivations to support the charity. As part of a small team you will need to help with many other varied tasks like moving boxes, setting up meeting rooms etc.

### **Fundraising**

Working closely with the department head you will:

- Manage an agreed portfolio of fundraising activities which includes direct marketing/individual giving, community, legacy and events fundraising
- Act as the main point of contact for fundraisers and potential fundraisers
- Undertake all fundraising administration
- Promote fundraising opportunities and events to new and existing supporters
- Support and develop active supporter networks and fundraising groups
- Grow and improve existing fundraising activities
- Research and develop new, innovative and effective fundraising initiatives
- Attend events that may fall outside of normal working hours.

### **Trading**

Each year we design and produce a range of goods including cards, calendar, giftwrap, jewellery and other gifts. Working with the department head, you will play a key role within the trading company, helping it to develop and grow. You will be involved at every level of running this successful business and be expected to help the department achieve its goals of raising more

funds for the charity, increasing support for the charity's aims and helping to change public opinion, which is the most effective force for change.

- Almost all Survival's design is produced in-house – you will be part of the design process helping to develop new products
- Identify and source new products for sale
- Liaise with suppliers, trade partners and Survival's other European offices to ensure the business runs as efficiently as possible and is widely known
- Promote Survival's catalogue and products (on and offline)
- Photograph, write descriptions and upload new products to the online shop
- Monitor and manage stock levels
- Manage customer and supporter enquiries (and complaints) effectively and with a smile
- Oversee the fulfillment of all customer orders (processed by our packing house)
- Manage a small sales area in Survival's head office reception
- Liaise with active supporters to manage stalls and other fundraising activities involving Survival's catalogue range.

## **PERSONAL SPECIFICATION**

We need hard-working, intelligent and straightforward people who are efficient, learn fast, get on with the job without being told to, but who know when to seek advice or clearance, people who can fit in easily, but who are happy to work largely on their own, people with their own ideas but who are equally able to focus on and support those of others. In general, we are less impressed with formal qualifications than with individual ability, desire to learn and a real commitment to help us continue building this organization.

To do this job you must:

- have an extremely high standard of English. You must be able to write well, using an appropriate tone and with correct punctuation and grammar. Candidates will be tested
- have previous experience of reception/switchboard and office routines
- have experience of administration i.e. record keeping, filing etc.
- be competent in numeracy (you should be able to work out percentages, unit costs etc.)
- have knowledge or experience of charity fundraising
- have knowledge or experience of donor/customer relationship management
- have the ability to think strategically and identify opportunities for increasing and retaining income
- have the ability to judge the appropriate style, tone and level of content for communications
- be both meticulous and very well organized, with an ability to plan and prioritize
- have excellent attention to detail and ability to proof-read
- able to cope with pressure and be happy to work out of hours in very busy periods
- be a committed and approachable individual with a personable and professional attitude
- take pleasure in the routine as well as the more challenging tasks

- experience of tribal peoples, whilst desirable, is not essential. A deep understanding of, and feel for, the issues is very important, as is an absolute dedication to what Survival stands for.

## **TERMS AND CONDITIONS**

CLOSING DATE FOR APPLICATIONS: 22 May 2016

SALARY: Starting salary £18,000 - £20,000, depending on skills and experience

HOURS OF WORK: Monday - Friday, Full time (10-6pm)

CONTRACT: 12 months (renewable), with a 6-month probationary period

LOCATION: London head office

If you believe you can both fulfill and enjoy fulfilling this role to a very high standard, please proceed with the application process outlined. *We wish you the best of luck!*