



Job specification

Supporter Services Assistant

Thank you for enquiring about this post. Please read this carefully. If you then want to apply, please: write a one-page covering letter explaining who you are and why you want the job; prepare a CV (maximum two pages); complete the application form (typed or written). Please email the items to: tb@survivalinternational.org. Please do not phone at this stage unless you decide to withdraw.

Our recruitment procedure requires some effort; we must narrow the field only to those who both really want the position and who are suitable. We normally receive a large number of applications and select a few for interview at Charterhouse Buildings, London. If you are selected, we will let you know the date and time. This cannot normally be altered. If matters of life or death prevent you from attending, but you still wish to pursue the application, then phone us straight away on 020 7687 8700 and we will try to help. Similarly, if plans change at our end, we will contact you by phone. If you wish to withdraw your application at any stage, we would be grateful if you would phone or email.

If you are selected, please allow up to two hours for interview (it will probably be less). Interviews 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.

If you wish, you may bring material to show the interviewers, but we are unable to return anything you leave with them (including your application form). We would also ask you to note that we are unable to give feedback to candidates who are not selected.

Survival is the world's foremost organization dedicated to tribal peoples' rights. It works to limited budgets and has about 24 paid staff, and other volunteers, in its London office. Successful applicants must get on with a small, efficient and dedicated team of professionals. You must be highly motivated by Survival's aims, otherwise it is unlikely that you will be fulfilled in this work. Survival can provide an interesting, varied vocation which will be hard work, challenging, often frustrating, and sometimes extremely rewarding.

Job description

Closing date for applications	22 January 2017
Location	Survival International, London EC1M 7ET
Hours	Monday to Friday 10am – 6pm
Salary	£18,000 - £20,000
Contract	12 month contract (6 month probation)
Start date	20 February 2017

Survival supporters are crucial to our vision. Without them we cannot secure a world where tribal peoples are respected as contemporary societies and their human rights protected.

Survival is looking for a reliable and efficient administrator to join our Supporter Services team.

This is a varied role, which includes providing high quality service to our supporters, building loyalty, increasing donor retention, securing new support and maximising income. The successful applicant will also be involved in the Department's outreach, fundraising, events and trading activities.

Key responsibilities

Donor care and development

- Respond to incoming enquiries from donors swiftly and efficiently and inline with agreed procedures
- Provide excellent supporter care as a basis for building lifetime value of donors, including average gift size and frequency of donations
- Increase donor loyalty and reduce attrition rates

Donation management

- Process online and offline supporter income in line with internal guidelines and agreed timescales
- Ensure donations are acknowledged appropriately and in a timely fashion
- Ensure supporter records are correct and up-to-date at all times
- Perform regular data tasks including the running of reports and cleansing

Office administration

- General office duties including photocopying, scanning, filing etc
- Purchase of office machines, products and services when necessary: office machines, furniture, tea, coffee, etc. Obtain quotes and negotiate best deals for the organization
- Monitor stock levels and order new stationery

Other duties

- Being part of a small team you'll need to help with many other varied tasks including moving boxes, setting up meeting rooms, working at fundraising and outreach events etc. Please note some evening and weekend work may be required
- Other duties as delegated by your line manager.

Requisites

Skills and Experience

- Experience of providing administrative support in an office environment;
- A demonstrable customer focused approach;
- High attention to detail;
- Experience of managing a heavy workload;
- Excellent written and oral communication skills;
- Excellent IT skills, including MS office and databases;
- Excellent numeracy;
- Excellent organizational skills and the ability to plan and prioritize effectively;
- Excellent time management skills;
- Ability to work independently with minimum supervision.

Personal attributes

- Confidence and resourcefulness;
- A keen desire to serve Survival's aims;
- A desire to take responsibility for increasing the effectiveness of the organization;

- An enthusiastic and personable manner – energetic and committed;
- Taking pleasure in completing a variety of tasks, including clerical and administrative;
- A desire to complete work to a high standard;
- A flexible and adaptable approach to work;
- A proven interest in and commitment to tribal peoples and Survival's work;
- The ability to work outside normal hours, if and when required.

Successful candidates will become an integral part of the world's leading tribal peoples' rights team. If you fit the bill, we want you with us, so we wish you the best of luck!