



**The global movement
for tribal peoples' rights**

Survival International
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**We help tribal peoples
defend their lives, protect
their lands and determine
their own futures**

Supporter Services Assistant

We are looking for a talented administrator to join our Supporter Services Department. You will be part of a dedicated and successful team responsible for providing high quality service to our donors and fundraisers, building loyalty, increasing donor retention, growing our donor base and maximising income.

The successful applicant will enjoy being involved in administration, outreach, fundraising, events and activities related to our shop and catalogue.

Requirements

You will be meticulous, efficient, and highly organized. You will demonstrate reliability, versatility, and great diligence.

We are less interested in formal qualifications or prior experience than a demonstrated ability to work with great accuracy and organization. We need you to be able to work independently with minimal supervision.

You must demonstrate commitment to Survival International's vision, mission, and values.

It is crucial that you be highly numerate with flawless written English and extremely strong writing skills. Please do not apply unless you meet these criteria, which will be rigorously tested.

Other requirements:

- > Solid IT skills (mail-merge, Excel formulae, touch typing etc.)
- > Experience working in a customer focused environment
- > An excellent telephone manner
- > Ability and readiness to work outside normal hours and to travel, if and when required
- > Confidence and resourcefulness
- > An enthusiastic and personable manner – energetic and committed

Also advantageous:

- > Experience working with Salesforce or similar CRMs.

Responsibilities

The role of Supporter Services Assistant encompasses a wide variety of tasks. The following list is not exhaustive.

Supporter and donor administration

- > Provide excellent supporter care as a basis for building on the lifetime value of donors
- > Contribute towards assessing, developing and improving our donor stewardship plan including increasing donor loyalty and reduce attrition rates
- > Process supporter donations in line with internal guidelines and agreed timescales
- > Administer our supporter databases including supporter records are correct and up-to-date at all times
- > Perform regular data tasks including running reports and database cleaning
- > Assist supporters who carry out fundraising and awareness-raising events
- > Respond to incoming enquiries swiftly and efficiently and inline with agreed procedures

Outreach

- > Contribute to department's outreach activities including writing templates, research and developing ways to raise awareness of the charity
- > Send literature and materials to supporters who request them

Office administration

- > Carry out reception duties including answering phone calls, welcoming visitors and accepting deliveries, managing incoming and outgoing post
- > General duties such as photocopying, scanning, filing etc
- > Purchase of office machines, products and services when necessary
- > Monitor stock levels and order new stationery

Trading

- > Greet visitors to our shop, deliver excellent customer service and process sales
- > Assist with administrative tasks such as stock takes, packing and fulfilling orders

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.
- > Other duties as delegated by your line manager.

What can we offer you?

When you join Survival International, you're getting more than just a career: you're gaining a unique opportunity to join one of the most exciting campaigning organizations around; it is not just a job. You will be working with an international team of passionate people who really care about human rights and want to change the status quo.

You will become an integral part of the world's leading tribal peoples' rights team. You will not be pigeonholed by your job description and there are great opportunities for increasing your skills and growing professionally.

We are an equal opportunities employer, with a close-knit and friendly internal culture.

We strive to treat our employees well. We have a pension scheme and generous annual leave (25 days' holiday + bonus days over Christmas and New Year).

Location: Survival International, London EC1M 7ET

Hours: Monday to Friday 10am – 6pm

Salary: £18,000 – £20,000 dependent on experience

Contract: 12 months renewable contract (6 months probation)

Application deadline: 6pm, 8 March 2018