



Support Services Administrator

Reporting to: Supporter services director

Do you love managing efficient processes and ensuring that all the details are just right? Do you have experience providing high quality admin support in supporter or customer care? Do you want to work for an organization that helps make the world better? We're offering a rewarding opportunity for a highly effective administrator to play a key role within Survival's Supporter Services department.

This is an interesting role where you will be in the front line talking to our valued supporters, handling day to day processes and procedures, working on our supporter database as well as handling reception and general inquiries.

The role encompasses a wide variety of tasks, subject to change as the organization evolves and grows. The following list is not exhaustive but please note that this role undertakes a high level of repetitive administrative procedures, as well as outstanding attention to detail, and thus you are unlikely to be fulfilled if you do not enjoy administration.

Responsibilities

Supporter care & administration

- Be the first point of call for general supporters, donors, and potential donors, and respond to enquiries to Survival's info@ account
- Carry out reception duties including managing incoming and outgoing post and deliveries, answering phone calls and welcoming visitors
- Accurately and efficiently update supporter records as needed
- Accurately load and process Direct Debits and standing orders into Survival's database
- Ensure our webpage and database are accurately capturing online donations
- Accurately enter offline donations into Survival's database
- Send thank-you emails and letters for donations
- Assist in processing Gift Aid claim submissions
- Adhere to HMRC auditing requirements, and GDPR policies and regulations, as explained by the department head
- Report donation and database issues and work with IT and our Salesforce team to find solutions
- Work closely with staff in Survival's overseas offices by sharing ideas and support with regards to our administrative systems

Various

- Assist the Finance officer with finance activities when needed
- Provide support to the Community fundraising officer for fundraising and outreach activities
- Assist the Supporter services director with facilities management and trading activities when needed
- General duties such as photocopying, scanning, filing, moving boxes, setting up meeting rooms etc.

Experience and skills

Required

- Strong administrative skills, takes enjoyment from this type of work and has a positive attitude
- Excellent attention to detail and process
- Must have excellent telephone manner, be patient, enthusiastic and personable
- Demonstrated ability to manage a heavy and ever-changing workload
- Excellent organizational skills and the ability to plan and prioritize effectively
- Excellent personal skills – trustworthy and a good relationship builder
- Must work well with numbers and have good spoken and written English
- Computer literate, including CRM management
- A desire to serve the cause of Indigenous peoples' rights
- Commitment to Survival International's vision, mission, and values
- You must have the right to live and work in the UK

Preferred

While we prefer candidates with the below skills and experience, we are willing to consider supporting an excellent candidate in developing their skills to reach these levels.

- Experience of providing excellent administrative and/or customer support in a supporter/customer-focused environment
- Prior experience of using Salesforce would be a huge benefit
- Experience in the charity / non-profit sector
- Knowledge of any of Survival's other working languages (Spanish, French, Portuguese, Italian, German, Hindi) would be an advantage

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.

Being part of such a small (but growing!) team offers the opportunity for real variety in your day-to-day work and the development of your role.

We have generous annual leave (25 days plus bank holidays and bonus days during the festive break) and a cycle to work scheme.

Salary range: £26,000-£29,000 per annum depending on experience

Hours of work: This is a full-time position (Monday – Friday, 10am – 6pm) with a 6-month probationary period

Location: Hybrid, remote and London head office*

Closing date for applications: The vacancy will remain open until the position is filled

To apply: Please complete the application form and send together with your CV and a covering letter

*At present most of our staff are working remotely because due to Covid precautions.

Equal opportunities

Survival is committed to building a diverse and inclusive workplace and actively welcomes applications from candidates of all backgrounds. We will not discriminate on the basis of any aspect of your identity.

Find out more about our work here: www.survivalinternational.org