**Position: Supporter Experience Officer**

**Type: 6 Month Fixed Term Contract**

**Salary:** £24,000

**Hours:** Full time – 35 hours a week

**Reports to: Supporter Experience Manger**

**Location:** London, UK

**Key relationships**: Fundraising Team; Operations & Finance teams, Communications Team, Fulfilment Agency

**Job Purpose**

UK for UNHCR (UK4U), the UN Refugee Agency's national charity partner, is looking for a Supporter Experience Officer who can join us at a crucial time in our development to make sure we provide our individual giving donors with an outstanding supporter experience. As a start-up, we are a small but growing team with a desire to better steward our donors and maximise our fundraising potential in the UK. This role will play a key part in this, working closely with the fundraising team, communications team, operations colleagues and Mosaic, our fulfilment agency.

The successful candidate will be a team player, supporter focused and someone who enjoys developing strong relationships with colleagues. They will also have excellent communication and problem-solving skills, and will be responsible for responding to supporters who contact us directly.

We are interested in hearing from candidates with a range of professional experience: charity or private sector. If you think you have the relevant skills and crucially, the passion to support the refugee cause, please apply.

**Who We Are And What We Do**

United Kingdom for UNHCR is the United Nations Refugee Agency’s national charity partner for the United Kingdom. We generate public awareness of the plight of refugees and raise funds to help protect them through UNHCR’s humanitarian operations across the world.

Our supporters include UK private individuals, communities, corporate partners, trusts and foundations. The funds we raise help UNHCR deliver emergency relief such as shelter, medical care and basic supplies to people fleeing conflict and persecution, as well as healthcare, education and livelihoods opportunities for those who remain displaced over the long term.

Nobody chooses to be a refugee, but we can all play a part in their protection and we want those who work with us to share our values and passion for the cause.

We strongly value diversity and recognise that it is critical to our success and the cause that we serve. We are committed to providing an inclusive environment for all who work with us and strongly welcome applications from diverse backgrounds and those with lived experience of being a refugee, asylum seeker, internally displaced person or a stateless person.

We are also open to flexibility in many different ways, including an element of working from home and flexible hours.  Please don’t be afraid to speak to us about this at the interview stage, so we can explore what’s possible.

**Role Responsibilities**

* Support the Supporter Experience Manager to deliver a first-class experience for UK for UNHCR supporters and prospects. Ensure each point-of-contact works to build and develop the engagement journey.
* Manage and respond to supporters who contact UK for UNHCR directly by telephone, mail or email, escalating certain queries or complaints where necessary.
* Respond to supporter queries and comments across UK for UNHCR social channels.
* Maintain accurate and up-to-date supporter records within the charity database, ensuring data is managed in accordance with regulation.
* Support with data administration including the import and cleansing of supporter data.
* Champion supporter care best practices: optimise and improve the supporter journey, identify and resolve pain points, and share supporter insights with colleagues to help inform fundraising strategies.
* Brief the fulfilment agency on campaigns and scripts. Help the Supporter Experience Manager to review responses and call recordings.
* Support fundraising teams during emergencies.
* Provide personalised in-house thanking for mid-value supporters.
* Work with teams to ensure the correct processing and attribution of donations from the fulfilment agency, post and third-party platforms.

**Personal Attributes and Experience**

***Essential Experience***

* Experience of working in a customer care environment, interacting with supporters/customers on the telephone, by email and in writing.

***Essential Skills and Knowledge***

* Excellent communication (written and verbal) and interpersonal skills.
* Ability to work effectively under pressure
* Comfortable dealing directly with supporters, and the ability to remain calm whilst responding to queries.
* Proficient in Microsoft Office Suite.
* Ability to juggle and prioritise multiple tasks within a collaborative team environment.
* Demonstrate flexibility and willingness to do what it takes to get the job done, taking a problem-solving approach.
* Drive and desire to learn and grow

***Desirable skills/experience***

* Experience using Salesforce or similar CRM Products/fundraising databases.
* An understanding of GDPR and other regulatory compliance issues that affect data management and utilisation.
* Experience of or interest in the charity sector, in particular humanitarian response/international development.
* Experience of working with a fulfilment agency to deliver excellent customer service in a similar environment.