



## WESEEHOPE JOB DESCRIPTION

### SUPPORTER CARE & ADMIN ASSISTANT

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- **Job title:** Supporter Care & Admin Assistant
  - **Reporting to:** Head of Fundraising
  - **Location:** London
  - **Duration:** Permanent contract
  - **Salary range:** £23,000 - £25,000
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### ABOUT WESEEHOPE

WeSeeHope is a small international development organisation committed to creating sustainable change for vulnerable children in Southern and Eastern Africa.

We work across five countries - Kenya, Malawi, Tanzania, Uganda and Zimbabwe - in areas where children are acutely impacted by a lack of opportunity, exploitation and isolation. Focusing primarily on education, child rights and economic empowerment, we address these issues through seven community-led programmes delivered in partnership with local NGOs and community-based organisations.

Our aim is that vulnerable children have the skills to change their own futures, and that their families and communities are able to support them along the way.

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### ABOUT THE ROLE

WeSeeHope is looking for an enthusiastic and conscientious Supporter Care & Admin Assistant to join our London team on a full-time basis. Reporting to our Head of Fundraising you will play a key role in a diverse range of projects, including being the first point of contact for supporters via telephone and email, managing our supporter thank you communications, and driving our data analysis and sector research, which will help to significantly inform our strategy. You will also work closely alongside our wider Fundraising, Communications, Finance and Programmes teams.

In your role, you will gain valuable and varied experience as part of a small and passionate team, and be able to see the tangible impact of our community-led work on children across Southern and Eastern Africa.

#### ***Main duties and responsibilities***

##### Fundraising

- **Database management:** To ensure the effective management of supporter information and data on our customer relationship management (CRM) system, Donorfy.

- **Data analysis:** To undertake detailed analysis of our CRM and produce reports for the team and Trustee Board, helping to play a vital role in tracking our progress and developing our approach.
- **Research:** To monitor and report on fundraising market trends through targeted research, helping to increase the depth of knowledge within the fundraising team and inform strategic decisions.
- **Receipting and thanking:** To manage our supporter receipting process and thank you communications, and to research and identify opportunities to improve this content.
- **Supporter contact and administration:** To handle supporter enquiries via telephone and email, manage our Hello@ email account and process newsletter sign ups and Gift Aid declarations.
- **Meeting administration:** To provide administrative support for key supporter and Trustee meetings, including diary management, producing meeting packs and agendas and the distribution of documents.
- **General support:** To be responsible for running errands, packing, posting, filing and providing general administrative support to our Head of Fundraising and wider Fundraising and Communications teams.
- **Event support:** To provide ad-hoc support to our Events & Partnerships Manager with event organisation and to attend on the day when necessary.

#### Office Management

- **Facilities and contracts:** To be responsible for the day-to-day management of the office, including facilities, stock and contracts, and to be the point of contact for the Edinburgh House Building Manager.
- **IT / systems:** To manage the Google Apps account and be the point of contact for our IT support company.
- **Travel bookings:** To coordinate staff visits to our projects in Southern and Eastern Africa, including booking accommodation, flights and other transport and liaising with our project partners.

#### Finance

To support the Director of Finance with:

- **Accounts preparation:** To help prepare various income and expenditure spreadsheets for monthly management reporting.
- **Invoice and expense processing:** To collect the team's expenses and any supporting documentation.
- **Monthly reconciliations:** To ensure that the income recorded within our CRM and financial systems match.
- **Audit preparation:** To help gather documentation to support the annual audit of the financial statements.

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## **ROLE PROFILE – KNOWLEDGE, EXPERIENCE & ATTRIBUTES**

Candidates will need to bring the following knowledge and experience to the role:

#### *Essential*

- Proficiency in MS Office: Word, PowerPoint and Excel.
- Experience in research tasks and producing reports.

- Experience in administrative tasks.

#### *Desirable*

- Experience in database management, analysis and reporting.
- Experience of working in an office environment and responding to telephone and email enquiries.
- Experience in customer (or supporter) service.
- Experience of supporting a busy team.
- Proficiency in IT and troubleshooting.

Candidates will ideally need to bring the following attributes to the role:

- High attention to detail.
- Highly organised, with excellent time management skills.
- Able to multitask and prioritise work.
- Flexible, and a team player.
- Problem-solver with a proactive 'can do' attitude.
- Strong communicator in-person and over the phone.
- Excellent written communication skills.
- Interest in international development.

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## SALARY & BENEFITS

- **Salary range:** £23,000 - £25,000 per annum.
- **Holidays:** 25 working days per year, pro rata.
- **Group pension scheme:** 3% employer pension contribution, post probation period.
- **Group life insurance:** Three times annual salary, post probation period.
- **Maternity, paternity & shared parental leave:** Enhanced pay exceeding statutory minimum.
- **Working hours:** 9:30am - 5:00pm with one hour for lunch. Attendance at meetings and events out of hours will sometimes be required but will be compensated with time in lieu.
- **Office location:** Our private office is in a WorkSpace building called [Edinburgh House](#), which is within a 10-minute walk from both Kennington and Vauxhall stations. The building has a large communal area with a cafe and plenty of co-working space.
- **Remote working:** You will have the opportunity to work remotely in line with our policy, which is currently two days a week.
- **Training and development:** You will take part in external training courses and events to learn and progress in your role. You will also have the opportunity to travel to visit and see our programmes in action first-hand.

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## HOW TO APPLY & KEY DATES

We are working with third-sector recruitment specialists, [Charity People](#), to find the right candidate for this role.

**If you are interested in applying, please send your up-to-date CV to Kate Headford at [kateh@charitypeople.co.uk](mailto:kateh@charitypeople.co.uk), or give her a call on +44 (0)20 7939 7424 to have an initial chat about the position.**

Applications for the Supporter Care & Admin Assistant role will be open until **9am on Monday 7<sup>th</sup> February 2022**.

All shortlisted candidates will be asked to a first-stage interview between **Friday 11<sup>th</sup> February - Wednesday 16<sup>th</sup> February**, with the second round commencing shortly after this.

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## EQUAL OPPORTUNITIES

At WeSee**Hope**, we are committed to transparency and equal opportunities throughout our recruitment process. We recruit with openness, welcoming applicants from all backgrounds, and employ people based on their ability to carry out the role being recruited for.

We ensure that all applicants are considered equitably and consistently, and no applicant is treated unfairly on any grounds, including race, nationality, ethnic or national origin, ancestry, gender identity and/or expression, religion or belief, sex or sexual orientation, marital status, pregnancy and maternity, disability or age.

Find out more by reading our [Recruitment Policy](#).