



WESEEHOPES JOB DESCRIPTION

SUPPORTER CARE & ADMIN ASSISTANT

Job title: Supporter Care & Admin Assistant

Reporting to: Senior Communications Executive and Finance Manager

Location: Remote and London

Duration: Permanent contract

Salary range: £24,000 - £26,000

ABOUT WESEEHOPES

We are **WeSeeHope**. We support vulnerable children across Sub Saharan Africa to move out of extreme poverty for good. We invest in education and entrepreneurship so children and communities can build stronger and more self-sufficient futures.

Founded in 2000, **WeSeeHope** supports children living on less than \$3 a day in some of the most rural and isolated areas of Sub-Saharan Africa. Simply put, the charity exists because poverty disproportionately affects children. It seeps into every part of their lives, robbing them of their childhood and the things they need most - healthcare, education, nutrition, and shelter.

To tackle this, **WeSeeHope** invests in education and entrepreneurship opportunities that help children build brighter futures.

ABOUT THE ROLE

WeSeeHope is looking for an enthusiastic and conscientious Supporter Care & Admin Assistant to join our UK team on a full-time basis and work closely with our Fundraising, Comms and Finance colleagues.

You will be responsible for maintaining accurate database and financial records on the financial system (currently SAGE) and Fundraising CRM (currently Donorfy), fulfilling our thank you communications process, and responding to supporter enquiries - all of which are key to delivering exceptional fundraising stewardship. You will also play an essential role in welcoming and stewarding challenge and community supporters and helping with support and administrative tasks across a range of fundraising and financial activities.

In your role, you will gain valuable and varied experience as part of a small and passionate team.

Main duties and responsibilities

Data management

Database management: To effectively input and update supporter information on our customer relationship management (CRM) system, Donorfy. This will include:

- Recording new donations and adding Gift Aid declarations.
- Updating records with Direct Debit and Standing Order information.
- Managing and updating supporter records, contact information and activity.
- Pulling lists or reports, such as recent event attendees.

Data analysis: To perform analysis of our CRM and income trackers, enabling the team to monitor our progress and develop our approach.

Financial Systems

- Compile and post income and expenditure journals on SAGE.
- Update restricted income information on Google Drive.
- Reconcile SAGE with the CRM.

Supporter care

Supporter contact and administration: To be the first point of contact for supporter enquiries via telephone, post and email, providing appropriate information, support and materials in an efficient and friendly manner.

Receipting and thanking: To manage our supporter receipting and thanking process. This will include:

- Monitoring donations from various sources, such as our website, JustGiving, CAF, Give As You Earn and Charitable Giving so that supporters can be stewarded.
- Sending and recording receipting emails.
- Writing personalised responses and thank you messages, or passing this on to the correct team member to acknowledge, as appropriate.

Admin and support

Events: To provide day-to-day support to our Head of Fundraising and Comms for fundraising activities, such as networking drinks/dinners, challenge events, corporate fundraising days and the [Hope Classic Rally](#). This will include:

- Helping with logistics.
- Booking suppliers.
- Preparing basic printed materials.

- Sourcing auction and raffle prizes, writing prize copy and managing the prize fulfilment process post-event.
- Keeping up-to-date with fundraising event trends to inform the fundraising team.
- Ordering event materials, such as decorations or branded running jerseys.
- Providing on-the-day support.

General fundraising support: To help the Head of Fundraising and Comms with ad-hoc tasks related to corporate partnerships, community and individual giving.

- Managing fundraising platforms and donation devices such as Benevity, JustGiving, iRaiser and co-ordinating with Finance.

Finance: To support on finance tasks, including:

- Updating the Finance Drive with supplier invoices and employee expenses
- Recording and tracking income and expenditure including bank receipts, supplier invoices, programmes payments and expenses.
- Update income spreadsheets and sharing latest totals with the Fundraising & Comms team.
- Ensuring the income forecasting is updated monthly with input from Head of Fundraising and Comms, WSH USA and Germany.
- Ensuring the expenditure forecasting is updated monthly with input from Head of Fundraising and Comms and Programmes.
- Updating monthly management accounts with phasing of income and expenditure.
- Reconciling Donorfy income with bank receipts.
- Reviewing and submitting gift aid claims on a quarterly basis.
- Inputting expense data into fundraising and communications budget spreadsheets, ready for the team to review.
- Maintaining records on foreign exchange trades.
- Update Programmes matrix with restricted income information.
- Helping with the yearly audit.

IT: To be the lead on IT.

- Managing the IT provider and register of IT equipment.
- Reviewing weekly IT exception reports.
- Reviewing IT support usage quarterly.
- Keeping the team updated on fraud awareness and scams.

Admin: To run occasional errands, including packing, posting, filing, arranging travel insurance and providing general administrative support.

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 administrative tasks

Desirable

- Experience in data management
- Experience of working with a CRM.
- Experience of working in an office environment and responding to telephone, post and email enquiries.

- Experience in customer (or supporter) service.
- Experience of supporting a busy team.
- Experience of delivering basic event support tasks.

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

- Exceptional attention to detail.
- Highly organised, with excellent time management skills.
- Able to multitask, prioritise own workload and meet deadlines.
- Comfortable working as part of a small team, as well as independently.
- Problem-solver with a proactive 'can do' attitude.
- Strong written communication skills.

SALARY & BENEFITS

- **Salary range:** £24,000 - £26,000 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 shared office space is in Aldermanbury Square in Moorgate, which has been offered by one of our long-term corporate partners. This office is easily accessible via Moorgate, Liverpool Street, Old Street or Shoreditch High Street stations.
- **Remote working:** You will have the opportunity to work remotely in line with our policy, which is currently four days a week.
- **Training and development:** You will take part in external training courses and events to learn and progress in your role.

HOW TO APPLY & KEY DATES

If you are interested in applying, please send your up-to-date CV and Cover Letter explaining your motivations for applying and how you meet the requirements for this role to Hello@WeSeeHope.org.uk by the 5th December.

We are reviewing applications as we receive them and may offer the role earlier.

EQUAL OPPORTUNITIES

At WeSeeHope, 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](#).