



UKIM RELIEF

JOB DESCRIPTION- DONOR CARE OFFICER

Job Title:	Donor Care Officer
Department:	Children's Department UKIM Relief.
Reporting to:	Children's Department Manager
Job Purpose:	<ol style="list-style-type: none">1. To market UKIM Relief's Children related projects to new and existing donors whilst maintaining donor loyalty through specialised donor services and communication.2. To work efficiently towards the continuous enlargement of UKIM Relief's Donor Database.

Main Responsibilities

1. To assist in coordinating in database management of existing donors.
To ensure there is data integrity, quality control, and timely feedback.
2. To prepare and ensure that all donor feedback and reporting is of the highest quality and in timely fashion. Assist the team in creating Annual Reports.
3. To be up-to-date with all the new projects, proposals, payments and potential appeals.
4. To ensure that all donors receive a courteous, helpful and professional service at all times.
5. To effectively attract and retain donors by liaising with them on a regular basis with updates, feedback and occasional courtesy calls if required.
6. To contact old donors who have finished their sponsorships and try increase marketing in similar or other portfolios.
7. Actively look for new donors and new projects in our portfolio to increase marketability of Children's Project.

8. To accurately record, process and keep all enquires and financial transactions confidential.
9. To maintain and assist the Manager to develop an effective administrative systems in order to achieve maximum efficiency across the department.
10. To maintain and produce professional documents to the required standard and use ICT to enter, collate and present data.
11. To handle and respond to donor queries, complaints either over the phone, in writing or by email and communicate to the Children's Department Manager for appropriate advice on sensitive issues.
12. To ensure duties are performed in line with the Data Protection Act, Confidentiality Regulations, Government legislation and UKIM Relief Policies.
13. To ensure information flow is managed and easily accessible to allow the team to provide all donors with any personal information requested.
14. To ensure the processing of daily mail, data entry and major donor gift acknowledgements are done efficiently.

Other Responsibilities

1. To comply with all policies, procedures, legal and regulatory requirements.
2. To have the flexibility to work additional hours as necessary to fulfil the requirements of the role and meet the business needs.
3. To be aware of and respect the health safety & COVID policies in the area of operation
4. To respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
5. To be a team player. To be willing to help and/or step in to assist in other departments if/when needed.
6. The post holder may be required to apply for a Disclosure check.
7. Any other duties commensurate with the accountabilities of the post.

Person Specification

	Specification	Essential	Desirable
	a) A degree, or equivalent qualification, in IT, Media or similar discipline.	✓	
	b) Experience of working in call centre/office environment c) Experience in using a CRM database a) Telemarketing experience b) Experience of maintaining office administration and record keeping systems c) Experience in providing customer service over the phone d) Experience of working with and handling large volumes of data.	✓ ✓ ✓	 ✓ ✓
	a) Knowledge of office systems and practice b) Sensitive to the needs of BME and Multi-Faith communities c) Knowledge on charity sector	✓	 ✓ ✓
	a) Strong IT skills b) Excellent customer service skills c) Strong data management skills d) Good communication, organisational and interpersonal skills.	✓ ✓ ✓ ✓	
	a) To communicate clearly, effectively and professionally with all stakeholders. b) Ability to remain patient and courteous with customers in difficult situations. c) Ability to work independently and use your own initiative. d) To work under pressure to agreed deadline and adapt to change. e) Ability to work in methodical manner.	✓ ✓ ✓ ✓ ✓	
	a. The willingness to work outside normal office hours. b. Commit to withhold the integrity and standards of UKIM Relief and its values.	✓ ✓	