

## **Supporter Care Officer**

Working location: Minimum of 3 days in the London office per week

Contract: Full time, 37.5 hours per week

Reports to: Supporter Experience Manager

Salary: £27,900 to £29,700 per annum depending on experience

### **About SolarAid**

SolarAid's mission is to light up every home, school and clinic in Africa by 2030, using safe, clean, solar power. There are 590 million people in sub-Saharan Africa living without electricity. When the sun goes down at night, families are reliant on dangerous and expensive forms of lighting such as candles and kerosene lamps.

SolarAid has played an important role helping to create vibrant and sustainable solar markets across Africa through a trade-not-aid model in rural areas. Through our social enterprise, SunnyMoney, we have distributed over two million solar lights, directly impacting over 11 million people across Malawi, Zambia, Kenya, Tanzania, Uganda and Senegal. Families across the continent can now rely on safe, renewable solar lights as the sun sets, but there is still a long way to go to reach everyone who is being left in the dark, and we are stepping up our efforts.

SolarAid is now looking for a keen and experienced Supporter Care and Admin Assistant to provide integral assistance to the Fundraising team to help reach our goal.

### **Equal opportunity**

SolarAid is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, disability, or age.

### **About the role**

The Supporter Care Officer will work in a growing Fundraising team to support SolarAid's charity operations in the UK. Using previous learned experience, the role will endorse the delivery of excellent supporter experience, smooth running of Fundraising operations and the efficient handling of non-supporter communications. The role will provide key support to the Supporter Experience Manager, assisting in maintaining accurate entry of income and

stakeholder information, as well as demonstrating innovative ways to deliver excellent supporter experience.

The role requires someone able to work autonomously and to build strong working relationships with the existing team. Someone who is resourceful, a good problem solver and organised. The role is based in Walthamstow, London

### **Your values:**

You will be expected to uphold the values and ethos of SolarAid in the way we engage with audiences, and inspire support, at all times.

### **Role Purpose:**

To deliver outstanding supporter care, helping to develop and deliver supporter journeys and help ensure the smooth running of the charity's Fundraising operations.

### **Key responsibilities**

#### **Supporter Care**

- Develop and refresh supporter journeys across engagement channels, working with Engagement and Digital teams
- Review and refresh thank you materials, communications and processes.
- Provide excellent supporter care, including preparing and sending thank you letters and emails to supporters who have donated through SolarAid's website, by post or other fundraising platforms.
- Accurately record gifts, sales and contact information to the CRM (Salesforce).
- Monitor and report on supporter satisfaction and attrition.
- Design and own the legacy giving supporter journey.
- Lead responses to legacy giving enquiries.
- Respond to supporter enquiries received by phone and email, acting as a first point of contact for supporters.
- Contribute to the integrity of the database by amending supporter details as necessary and recognising areas for improvement to support the Supporter Experience Manager with maintenance of the CRM.
- Moderate social media to help increase engagement across social channels.
- Assist with the logistics of any shop sales made outside of the normal process (i.e. not through our external stock management facility).

## Office communication and general administration

- Handle group email accounts, reply to generic queries and directing important/department specific emails to relevant staff members.
- Handle all primary incoming calls, diverting them to relevant teams/departments as necessary.
- Process post that arrives in the London office, providing post to relevant departments.

## Personal Specification

### Skills and Competencies

- Demonstrable experience of working in a Supporter Care role,
- Demonstrable experience of using a CRM for contact management and income recording (ideally Salesforce),
- Good working knowledge of online fundraising.
- Good Microsoft Excel skills with ability to use calculation functions.
- Excellent administrative and organisational skills.
- A brilliant and friendly communicator, in particular an excellent phone manner and written skills.
- A meticulous eye for detail and a confident multi-tasker.
- Willing to support colleagues, attend events or help the team wherever necessary.

## What we offer

- A tight knit, friendly and close working team
- 7% employer pension contribution
- Culture where you are encouraged to develop
- An annual organisational training budget
- Flexible working-hours.
- Remote working
- 27 days annual leave
- A working environment where new ideas and testing new things is strongly encouraged.

## Application Details

Applicants are invited to email their CV and a covering letter, which explains how you meet the criteria in this job description and why you are a good fit for SolarAid to:

[seema@legacygroupconsultancy.co.uk](mailto:seema@legacygroupconsultancy.co.uk)

Please title your email as follows: Supporter Care Officer - [Name Surname]

**Applications without a cover letter will not be considered for the role.** Please also indicate the earliest you would be available to start the role.

**Submission deadline:** Thursday 26th June at 4.00pm