

Supporter Care and Admin Assistant

Working location: 3 days a week in the London office with some flexibility for occasional home working.

Contract: Full time, 22.5 hours per week

Reports to: Supporter Experience Manager

Salary: £15,150 per annum (pro-rata) / £25,250 per annum (FTE) starting salary

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 and Admin Assistant 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 the office 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.

The role requires someone able to work use lots of initiative and 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 and ensure the smooth running of the charity's UK office.

Key responsibilities

Supporter Care

- 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).
- Respond to supporter enquiries received by phone and email, acting as the 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.

Office communication - general

- 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.
- Purchase general office supplies and other ad hoc items.
- Co-ordinate postal and courier services.
- Contribute to keeping the SolarAid office tidy and welcoming.

General office administration

- Be the first point of contact with building office management.
- Be a first point of contact with SolarAid's out-sourced IT support as well as keeping a log of laptop ownership/borrowed equipment.
- Purchase general office supplies and other ad hoc items. Own and manage the process of stationery ordering and keeping an itinerary of stationery currently held.
- Assist staff with home-working requirements.
- Co-ordinate postal and courier services.
- Co-ordinate keeping the SolarAid office tidy and welcoming.
- Provide filing support for each department in the UK office and undertake any other administrative tasks delegated by the Finance, Fundraising or Communications teams.
- Assist with onboarding new staff with health & safety information and building tour.
- Assist with maintenance of the organisation's fixed asset register

Facilitating SolarAid Shop activity

- Assist with a monthly reconciliation of stock movements with the records held at our external stock management facility.
- Assist with the logistics of any shop sales made outside of the normal process (i.e. not through our external stock management facility). Lead on stock faults management.
- Assist with the ordering and logistics of new stock for the shop.
- Lead on stock faults management.

Personal Specification

Skills and Competencies

- Demonstrable experience of working in a Support Care or administrative 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 calculations 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

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