

JOB TITLE					
Supporter Experience Executive					
Department	Division	Reports To	Location	Salary	Type of contract
Income & Engagement	Data, Analytics & Experience	Supporter Experience Manager	Minimum two days a week will need to be done in our Reading hub	£24,000	Permanent
Direct Reports/Immediate relationships					
Data, Analytics and Experience Lead Supporter Experience Manager Supporter Experience Executive					
Core Purpose					
<p>To provide excellent administrative support within the Team whilst delivering a magical and exceptional supporter care experience to donors and supporters. The work of this role will provide support and a fantastic experience to our fundraisers, supporting the growth of income and the encouragement of repeat support allowing for a sustainable income for Make-A-Wish.</p>					
Key responsibilities					
<ul style="list-style-type: none"> • Be the first point of contact for supporters and potential supporters, via, phone, post, email, shared inboxes, social media. Dealing with enquiries in a timely way, which always exceeds expectations. • Support the processing of online supporter registrations via online fundraising platforms and the Website. • Timely and correct coding of Supporter Fundraising Pages • Maintain database integrity and accuracy of records • Responsible for onboarding and welcoming of new Payroll Givers • Regular Giving fulfillment management, cancelled donor management • Oversee a magical automated stewardship journey that maximises income and engagement to registrations within agreed triage and ownership process. • Write personalised responses and 'thank yous' to the supporters you are managing as well as other donors as required • To provide Surprise & Delight to our supporters • Communication with supporters when necessary to chase outstanding sponsorship money • Identify fundraisers/activities which could provide compelling content which can be used by the income and engagement team to inspire further support • Support the fulfilment of fundraising materials required by the Income and Engagement Team. • Liaise with fulfillment houses during appeals • Provide support for telephone fundraising campaigns • Responsible for white mail • Provide ad-hoc administration and data support to the wider team 					

Organisational responsibilities

- Within Make-A-Wish's performance & growth framework “Being Brilliant” initiate regular conversations with your line manager when you discuss your role objectives, personal development, wellbeing and other topics
- Complete one Wish Discovery (meeting the wish children and their family to help them explore what their wish could be) and one fundraising event a year
- Attend whole organisation meetings like monthly symposium and townhall as well as ad-hoc training opportunities as required; and as much as possible attend social events happening twice a year.
- Work with your colleagues across the organisation within the framework set in Make-A-Wish Ways of Working

PERSON PROFILE

To be successful in this role you will need to have experience of:

- Working in the non-profit sector and specifically supporting fundraising campaigns and activities
- Being part of a team delivering different objectives
- Inspiring and encouraging self-development in team members/colleagues
- Integrating volunteers and networks into teams
- Ability to work effectively at different levels in the organization
- Ability to manage multiple priorities and meet tight deadlines in a fast-paced environment
- Excellent organisational and administrative skills
- Strong communication skills at all levels, both written and oral
- Ability to work on own initiative without supervision
- Excellent IT skills – MS office including Word, Excel, Outlook and PowerPoint plus, general database skills
- Knowledge and understanding of, Charity Law, Code of Fundraising Practice, GDPR, Gift Aid
- Be led by the needs of the Wish Child in all we do and make decisions as close to the child as possible. Wherever possible by the child.
- Have practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- Actively listen to other people, particularly those with views that are different to their own
- Embed the principles of Equality, Diversity and Inclusion within their role
- Open to collaboration and working across different teams to help the organisation achieve its strategic objectives
- Be able to work independently in an agile environment understanding that different people across the organisation have different working patterns
- Be able to work with your colleagues and other members of Make-A-Wish community as One Team united in common vision and mission and support organisational efforts of reaching every child by e.g. answering phones when other teams are busy, supporting activities happening across the organisation.
- Basic DBS check