



# Supporter Data Officer

The primary purpose of this role is to process, manage, properly allocate and track our incoming supporter data and income. The secondary purpose is to support the general IT needs of the office.

This position reports directly to the Supporter Development Manager (SDM) within the Fundraising department.

This role addresses the need to support and manage our supporter data with an emphasis on working with technology. This workflow is centered around supporter care, IT and finance but also engages other departments.

## Key responsibilities:

- To oversee the proper processing and reconciliation of incoming donations
- Work with IT and SDM to improve and consolidate workflows between departments
- To provide support to IT, such as web and systems administration, data backups, network configuration, asset management and general office IT support
- Champion our internal systems, particularly our CRM, and assist the office in training
- Work with SDM to secure data protection standards and transparency
- To assist with supporter care and fundraising appeals administration, including dealing with supporter queries by phone or email when necessary

## Key objectives:

- To properly process and reconcile all incoming supporter donations

- Provide IT support to the office on a needs basis
- Maintain the integrity and accuracy of the supporter database ensuring it is up to date
- Ensure the function of internal workflows is efficient and as cost effective as possible
- To assist in ensuring data protection standards are met

## Person Specification

Essential	Desirable
Knowledge	
<ul style="list-style-type: none"> <li>• <b>Enthusiastic about and literate in IT skills.</b></li> <li>• <b>Basic financial skills.</b></li> <li>• <b>Basic Microsoft Office skills, particularly Excel.</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Knowledge and understanding of customer care issues.</b></li> <li>• <b>Understanding of privacy laws and principles.</b></li> </ul>
Education / Qualifications & Training	
N/A	<ul style="list-style-type: none"> <li>• <b>Educated to A Level standard or equivalent.</b></li> <li>• <b>Higher education/degree or equivalent.</b></li> </ul>
Skills & Abilities	

- Ability to learn new systems effectively.
- Attention to detail.
- Effective time management with the ability to prioritise and meet deadlines.
- Ability to work on own initiative and manage own workload.
- Able to work independently and as part of a team.
- Strong problem solving skills.

- Front line experience of customer care and communications.
- Experience of using ThankQ or other databases.

Personal Qualities

- Warm, friendly and professional style.

Other

- Sympathetic to Buddhist practice within the Triratna Buddhist Community.
- Willingness to engage with all aspects of Team Based Right Livelihood as a spiritual practice in the context of the Karuna Trust.