**Job title:** Supporter Experience Assistant

**Job Level:** Assistant

**Department:** Strategic Growth

**Location:** Home Based

**Ben is the automotive industry charity dedicated to individuals who have worked in or work in the automotive industry and their family dependants. We are committed to provide health and wellbeing support for life to empower our automotive family to live their best life and be there for those who are struggling or in crisis.**

**My job empowers our automotive family to live their best life by …** delivering an exceptional experience to all our donors and supporters. Placing them at the heart of everything we do.

**Team:** Supporter Experience

**Responsible to:** Supporter Experience Manager

**Responsible for:** No direct reporting lines

**Job Overview**

* Deliver an exceptional experience to all our donors and supporters either by email, letter and phone.
* Ensuring that all communications are sent within agreed timescales and follow the correct tailored supporter journey.
* Support the processing of online supporter registrations and donations via online fundraising platforms and our website.
* Ensure timely and accurate updates in Salesforce for all donor and supporter engagement and contact details.
* Assist with the onboarding of all new donors and supporters.
* Assist with the preparation and distribution of fundraising and event materials.
* Maintain accurate records of stock relating to fundraising/partnerships/events in Salesforce.
* Assist the Supporter Relations Executive with updating campaigns and campaign member information.

**Key responsibilities**

* Ensure that Salesforce is kept up to date with all donors and supporters details including email address, mailing address, donation history and communication history.
* Constantly update Salesforce using trade press to ensure that all accounts and contacts have the most current information relating to employees, location, etc.
* Ensure that Gift Aid declarations and donations are kept up to date in agreed timeframes to allow for accurate reporting to HMRC.
* Assist the Supporter Relations Executive with managing new and existing legacies, ensuring all legacy records are accurately maintained in Salesforce.
* Assist with uploading income from all platforms, including Enthuse, JustGiving, Payroll, and Lottery.
* Assist the Supporter Relations Executive with all invoicing requirements.

**Our Values**

* Passionate
* Respectful
* Inclusive
* Driven
* Empowered

**Technical Knowledge (E = Essential, D = Desired)**

* Proficiency in CRM software (Salesforce) and other fundraising platforms (D)
* Familiarity with best practices for data integrity and ensuring compliance with data protection laws (GDPR, etc.) (E)

**Job Specific Competencies**

* Excellent communication and interpersonal skills, with the ability to put our donors and supporters at the heart of everything that we do.
* Ability to work independently and as part of a team, collaborating with colleagues within and across departments
* Work with a high level of accuracy and attention to detail
* Excellent IT skills, including MS Office Suite.

**Qualifications required**

* Our teams are made up of people who are committed to our ambitious goals – you do not need to be degree educated to secure a role, but you should be able to demonstrate a combination of experience and competence that meets the requirements of the role

**Experience required**

* Knowledge of CRM – preferably Salesforce
* Work with a high level of accuracy and attention to detail and working with large volumes of data

**This job is suitable for someone who…**

* Puts our donors and supporters at the heart of everything we do.
* Shows passion for the work that Ben does and the changes we are making for our automotive family.
* Communicates effectively with donors, supporters and other teams and departments.