



## Job and person specification:

### Supporter Care and Development Assistant

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Department: Engagement & Income

Location: CPRE national office

Reporting to: Supporter Care & Development Manager

Responsible for: n/a

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#### Job summary

- To provide an excellent service to supporters and network groups, process all donations and keep all data accurate and up to date.

#### Scope

- Will make recommendations but also some low-risk decisions, getting sign-off for higher risk ones
- Will influence team at a low level

#### Key relationships

- Internally – own team and other teams within own area
- Networks – county branches and volunteers
- External - stakeholders including suppliers, companies, donors

#### Key areas of responsibility

- Assist in the delivery of an organisation-wide, supporter-centric approach to CPRE's supporter care, ensuring the best possible long-term supporter relationships
- Assist in the delivery of operational strategies to retain and maximise the value of donors/members through specific supporter care activities
- Assist in the implementation of solid supporter care procedures and systems
- Provide excellent customer care to current and potential supporters and donors
- Collating and checking financial information on membership income to produce reports for own and other teams and network groups
- Processing of payments and orders, logging and resolution of enquiries, requests and complaints, and other associated administrative tasks
- Other administrative duties including Reception cover and processing incoming and outgoing post
- Role model CPRE's values and behaviours
- Proactive responsibility for own development through learning, networking, self-appraisal and other opportunities for growth
- Support Team colleagues as so directed and help support other teams as so requested



## Essential

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Experience in a customer service or supporter care environment

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Some experience in using a database and other systems for supporter services purposes

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Good literacy and numeracy skills  
problem solving skills  
Basic IT skills including Word, Excel, PowerPoint and database

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Good communicator with excellent telephone manner

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Ability to work effectively under pressure and to often conflicting deadlines

Good interpersonal skills

Recognise when there is a need for change or improvement and adapt quickly

Respond positively to constructive feedback

Enthusiastic, proactive and positive

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Occasional evening and/or weekend work will require some flexibility in working hours from time to time

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## Desirable

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In the charity sector or a small to medium-sized organisation

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Knowledge of Code of Fundraising Practice and other relevant sector regulations

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Experience of dealing with external and internal stakeholders

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Well organised with good project management skills

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