

# Islamic Relief Worldwide

## Islamic Relief UK (IRUK)



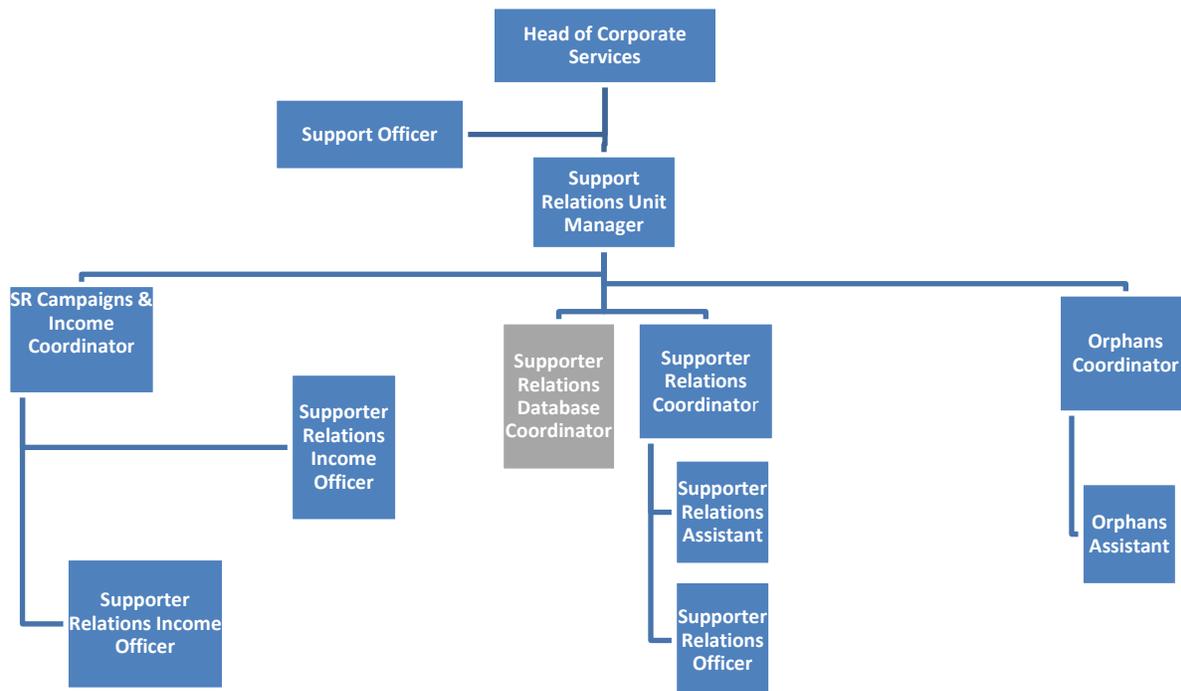
### SUPPORTER RELATIONS DATABASE COORDINATOR

<b>BASE LOCATION:</b>	London, UK
<b>REPORTING TO:</b>	Supporter Relations Manager
<b>LINE MANAGEMENT RESPONSIBILITIES:</b>	None
<b>ISLAMIC RELIEF:</b>	
<p>Islamic Relief is an international non-governmental organisation (INGO) founded in the UK in 1984 by a group of medical doctors and activists. Established in response to the widespread famine in Africa, Islamic Relief has grown to become one of the world's largest Muslim INGO with a presence in over 40 countries worldwide.</p> <p>Since 1984, Islamic Relief has saved and transformed the lives of over 110 million people. By responding to disasters, rebuilding lives and preparing people in case disaster strikes – we save lives before they are lost. In addition to providing disaster and emergency response, we also promote sustainable economic and social development by working with local communities – regardless of race, religion or gender. Islamic Relief is a member of the Disasters Emergency Committee (DEC) and an implementing partner for FCDO, ECHO, the World Food Programme (WFP) and UNHCR.</p>	
<b>PURPOSE OF DIVISION (IRUK)</b>	
<p>Islamic Relief UK (IRUK) is a Strategic Business Unit (SBU) that is part of Islamic Relief Worldwide. IRUK's focus is strengthening effective funding, mobilising for change through advocacy and awareness-raising, and strengthening programme development and delivery. IRUK works with various partners and institutions, from governments, non-governmental organisations and local authorities to grassroots communities.</p>	
<b>PURPOSE OF DEPARTMENT (SUPPORTER RELATIONS):</b>	
<p>To develop and implement strategies to increase the funding income of Islamic Relief through a range of fundraising initiatives and through acquisition &amp; retention supporters.</p>	
<b>JOB PURPOSE:</b>	
<p>To administer the entry of data on donations and supporter details and maintaining supporter records ensuring that information held is accurate, appropriate and up to date.</p>	

## ORGANISATION CHART



### Department Structure



### KEY WORKING RELATIONSHIPS

- Regular communication with line manager and SRU colleagues to ensure that the duties of the department are fulfilled effectively.

### SCOPE AND AUTHORITY

The role is limited to responsibility for maintaining supporter records on Raisers Edge database. Follows a routine in daily tasks set by the line manager. Maintain and update donor and gifts record on the database. Ensure that the correct donation categorisation is allocated when processing

donations. In addition, the job holder provides administrative support to the unit. Day to day database maintenance tasks, updating records and maintaining accuracy.

**Responsibility for Resources:**

This role is responsible for ensuring that data on Raisers Edge is accurate, updated and accessible. CRM development and account management with Blackbaud to ensure continuous improvements to the way that we use Raisers Edge.

**KEY ACCOUNTABILITIES**

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff:

**1. Key Accountability: Data management and administration**

- Setting up, implementing and maintaining data management and administration processes and systems. Ensuring consistency and quality in the recording of supporter data
- Undertake analysis of data using complex queries
- Responsible for ensuring all information related to donors are organised and accessible
- Ensure the security and confidentiality of data, complying with Data Protection
- Legislation and PCI Compliance. Understand and implement compliance across the unit on all information relating to processing and storage
- Ensuring that data capture is compliant with regards to Gift aid legislation and GDPR compliance

**2. Key Accountability: Supporter Relationship management**

- Develop and implement supporter care processes and procedures to enhance supporter satisfaction and increase engagement.
- To feed into the development and implementation of the supporter care strategy in order to continually improve supporter care services and maximise contributions.
- Continuously identify and improve processes with relation to donor care
- Support the call centre by assisting in taking call centre donations in busy periods when call volumes are high.
- Responsible for ensuring all supporter enquires are handled appropriately, professionally and in a timely manner.
- Effectively deal with complaints, ensure learning from complaints is taken on board. Implement and develop processes for monitoring and report against IR'complaints procedure
- Maintain a detailed knowledge of fundraising Appeals in order to respond to

enquiries effectively.

- To recognise fundraising opportunities and promote them amongst our supporters.

### **3. Key Accountability: Quality Assurance**

- Assess service outputs proactively and systematically to assure high quality delivery, ensuring appropriate action is taken to correct and avoid errors
- Define and establish data quality policies, procedures, standards and specifications. Ensuring all elements are fully documented and communicated throughout the organisation.
- Working with the ICT team to ensure that the data being imported is clean and fit for purpose.
- Train and mentor team members to deliver a consistently good service.

### **4. Key Accountability : Data Cleaning and Trouble shooting**

- Leading on capturing and identifying data quality issues; analysing and developing solutions to correct them and working with the developers to resolve technical issues
- Administering the Raiser's Edge in its entirety, to ensure all records held is accurate, appropriate, up to date and easily accessible
- General data clean ups such as removing redundant fields in records and reallocating the correct information on all records
- Merging records and designing systems to ensure that duplicate records are dealt with effectively
- Troubleshooting data issues and providing recommendations for improvements
- Manage the ongoing reporting of data quality

### **6. Key Accountability: Raisers Edge Support for SRU and the wider organisation**

- Working with other teams to champion and drive improvements in the quality of data captured both with the organisation and by 3<sup>rd</sup> party agencies.
- Working with internal and external stakeholders to develop a long-term plan for integrating numerous platforms/databases into a single ecosystem e.g. Communicator, Engaging Networks, My Ten Nights or any other third party fundraising platforms.
- Providing Data briefs and working with fundraising team to ensure that all new income streams are added to RE.

- Identify and implement continuous improvements to processes to maximise data quality across all data streams.
- Identifying and documenting the stages required to execute database development work.
- Supporting the Supporter Relations team officers to streamline processes through better use of RE.
- Importing Payroll giving gifts and online direct debit gifts.
- Importing Actions and Gift aid information in bulk.
- Manage and administer Gift Aid. Keeping up to date with Gift Aid legislation and practice, process Gift Aid claims, and manage the scanning and storage of related records.
- Globally add details to records in accordance to updated information such as receipts acknowledged etc.
- Provide Raisers Edge Training to staff from other departments such as Fundraising and Communications.
- Assisting the Data Innovation Analyst as appropriate.
- Blackbaud account management and proactively looking for innovative ways to use RE more effectively and identifying potential projects such gift aid storage and other Blackbaud products. To continually optimise the performance of Raiser's Edge through the use of innovative technology

### **General Duties**

- Work flexibly according to the demands of the organisation and carry out any duties with the competence of the post holder, assigned by the Supporter Relations Manager including managing and taking part in Live appeals when required
- Participate in meetings requested by line manager and to ensure that decisions from any meetings are followed up
- Contribute to the effective and efficient running of Islamic Relief as appropriate Participate, as appropriate, in Staff forums and Meetings
- Adhere to Islamic Relief's Policies and Procedures
- Represent Islamic Relief to the wider community as appropriate to role and authority
- Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to Islamic Relief's equal opportunities statement and polices.
- Ensure professionalism and credibility at all times
- Undertake any other tasks or projects as deemed appropriate by line manager within the scope of the role
- To upkeep the reputation and values of Islamic relief at all times

## PERSON SPECIFICATION

It is essential that the post holder shows a good understanding and sympathy with Islamic values and principles as well as commitment to Islamic Relief Worldwide vision, mission and core values.

Essential Criteria:

### Experience

- Experience of working on a CRM system previously - raiser's edge specifically will be preferred
- Demonstrable experience in a similar role that includes working with complex databases, troubleshooting problems, analysing information and data, designing queries and reports and creating operational procedures
- Proficient user of Raisers Edge with proven experience of importing and data cleaning

### Skills, Knowledge and Qualifications

- Ability to work in a methodical manner
- Able to work in a fast-paced environment while being flexible and detail-oriented
- Numerate and literate with a good standard of education
- Fast and accurate data entry skills
- Ability to work collaboratively with internal and external stakeholders as part of a team
- Working knowledge of Gift Aid rules and HMRC claim requirements
- Knowledge of the principles of database management and donor development
- Demonstrable problem solving skills, working on own initiative to identify problems and apply the most effective and accurate solutions with a focus on service improvement
- Ability to organise and prioritise own work and meet deadlines
- Excellent project management skills
- Excellent knowledge of Microsoft Office suite, including Word and Excel
- Ability to remain calm under pressure

### Personal Attributes

- Independently motivated and analytical thinker
- Flexible and adaptable
- Willingness to work outside normal office hours, including occasional weekends, during peak campaigns
- Strong empathy towards the aims and work of Islamic Relief

Signed by: \_\_\_\_\_ (Line Manager)

Signed by: \_\_\_\_\_ (Post Holder)