



**Islamic Relief Worldwide
Islamic Relief UK (IRUK)**

SUPPORTER RELATIONS INCOME OFFICER

BASE LOCATION:	London, UK
REPORTING TO:	Supporter Relations Campaigns & Income Coordinator
LINE MANAGEMENT RESPONSIBILITIES:	N/A
ISLAMIC RELIEF:	<p><i>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 INGOs with a presence in over 40 countries worldwide.</i></p> <p><i>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 responses, 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.</i></p>
PURPOSE OF DIVISION (IRUK):	<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>
PURPOSE OF DEPARTMENT (FUNDRAISING and SUPPORTER RELATIONS):	<p>To develop and implement strategies to increase the funding income of Islamic Relief through a range of fundraising initiatives and through acquisition & retention supporters.</p>

JOB PURPOSE:

The post holder will oversee the day-to-day supporter relations Income operations, contributing towards developing and managing related processes for staff, supporters and the public in order to ensure all fundraising administration opportunities and supporter contribution to IR are maximised.

The post holder will be responsible for ensuring income is processed accurately, ensuring that supporters receive the highest standards of customer service. The post holder will also ensure that information held on supporters is accurate, appropriate and up to date to support IR objectives.

KEY WORKING RELATIONSHIPS

The post holder must develop and maintain a good working relationship with members of the Fundraising and Supporter Relations team. The post holder must maintain a good working relationship with key staff in the Finance, Communications and Campaign Teams.

It is important that the post holder has a broad and current knowledge of many areas of IRUK. Therefore, it is necessary that the post holder has good relations with many members of staff in other parts of the organisation.

Externally, it is essential to build and maintain an effective and cordial relationship with supporters to promote supporter retention and loyalty.

SCOPE AND AUTHORITY

Scope of the Role:

The Supporter relations officer is responsible for the integrity and quality of data on the fundraising database.

The post holder will also be responsible for Gift Aid administration, data selections, data imports and exports, handling complex database queries, and data cleaning.

Overseeing supporter relation services, setting up and implementing relevant processes and procedures to enhance supporter satisfaction.

Directly responsible for processing and reconciliation of income from all income streams.

KEY ACCOUNTABILITIES

The post 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. The following are the main responsibilities that the role holder will be accountable for:

1. Key Accountability: Income management and administration

- Ensure all gifts from all income streams are processed, reconciled and income reports prepared for imports into the AX Financial system
- Analyse and identify issues in income processing. Develop solutions and implement as appropriate
- To oversee the financial integrity of donation processing, ensuring that the high quality of financial data is available across the organisation in an accurate and timely manner
- To be responsible for overseeing income processing in regional offices
- Prepare and provide the Finance Team with regular financial reports.
- 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.

2. Key Accountability: Supporter Relationship management

- Develop and implement supporter relations processes and procedures to enhance supporter satisfaction and increase engagement.
- To feed into the development and implementation of the supporter relations strategy in order to continually improve supporter relations services and maximise contributions.
- Responsible for ensuring all supporter enquires are handled appropriately, professionally and in a timely manner.
- Maintain a detailed knowledge of fundraising Appeals in order to respond to enquiries effectively.

3. 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
- Responsible for running complex queries and data exports to carry out income analysis and reports.
- Responsible for ensuring all information related to donors are organised and accessible
- Responsible for the regular cleaning of data by running data cleaning queries on all income streams
- Ensure the security and confidentiality of data, complying with Data Protection, complying with Data Protection Legislation and PCI Compliance.
- Understand and implement compliance across the unit on all information relating to processing and storage.

4. Key Accountability: Quality Assurance

- Asses service outputs proactively and systematically to assure high quality delivery, ensuring appropriate action is taken to correct and avoid errors
- Ensure processes and procedures are in place, documented and maintained.
- Ensure the service is performing in line with KPI targets set by manager
- Train and mentor team members to deliver a consistently good service and best working practices
- Working with Finance to ensure that all new funds and income streams are added to RE and tagged appropriately.

5. Key Accountability: General

- Effectively deal with complaints, ensure learning from complaints is taken on board. Implement and develop processes for monitoring and report against IR's centralised complaints procedure
- Work flexibly according to the demands of the organization 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.
- Support the call centre by assisting in taking call centre donations in busy periods when call volumes are high.
- Participate in meetings and working groups when 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 empathy with the Islamic values and principles as well as commitment to Islamic Relief's vision, mission and values.

Essential

Knowledge, Skills and Qualifications

- Excellent written and verbal communication.
- Excellent working knowledge and experience of The Raiser's Edge database.
- Demonstrable experience of performing data extractions, reporting and data analysis
- A good level of competence in MS Excel, with specific reference to data manipulation.
- Analytical and pro-active with strong problem solving skills.
- Ability to work in a methodical manner with constant attention to detail
- Working understanding of the gift aid scheme
- Experience of working in customer service environment
- Excellent time management skills
- Willingness to work longer hours including weekends during peak campaigns
- Excellent ability to work collaboratively in a team