

JOB DESCRIPTION

TITLE	SUPPORTER RELATIONS OFFICER Individuals and Churches (Volunteer Position)
DATE REVIEWED	March 2014

1. PURPOSE OF ROLE

The Supporter Relations Officer is responsible for ensuring that all individual and church supporters remain connected with A2B and ultimately increase their engagement with its work and mission.

2. POSITION IN ORGANISATION

- Reports to: Board of Trustees
 - Direct reports: None (but may be required to oversee other volunteers)
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3. ORGANISATIONAL REQUIREMENTS

The post holder will at all times carry out their responsibilities with due regard to organisational values, character and policy especially in relation to upholding its Christian identity.

4. KEY RESPONSIBILITIES

4.1. SUPPORTER RELATIONS AND COMMUNICATIONS

- Creates and promotes a supporter facing culture across the organisation to increase engagement and develop supporter interest in the work of A2B.
- Maintains the database of A2B supporters (Churches and Individuals) and ensures it is regularly updated.
- Acknowledges/sends letters of thanks for all gifts and donations from individuals and churches.
- With Marketing Officer, research existing supporters to determine preferred communication method, level of engagement, and develop a more tailored approach to supporter communications.
- Ensures all supporters are communicated with by their preferred means of communication.
- Promptly responds to all supporter enquiries and complaints.
- Maintains a list of church representatives who will actively promote A2B's work in their churches. Act as 'contact point' for Church reps and ensure they are supported with information and updated as needed.
- Help to arrange and to be involved in speaking engagements, events and other promotional activities to raise awareness with both existing and potential supporters.
- Assists Marketing Officer in the production of relevant materials for both existing and prospective supporters.
- Sends timely updates/information about the work of A2B.
- Works closely with Trust Fundraiser to obtain reports and proposals suitable for church restricted giving. Tailors proposals and reports for specific churches and ensures proposals and reports are submitted in a timely way.

4.2. OTHER

- Helps organise supporter visits to Albania.
- Keeps Trustees informed on progress, issues and concerns with supporter relationships.
- Maintains awareness of best practice in supporter care and develops organisational standards.
- Attends trustee meetings as required.
- Where possible visits work of A2B in Albania to familiarise self with projects, objectives, outcomes and impact.

Notes:

This is a non-salaried voluntary position

It is hoped that the volunteer would be able to commit to a minimum of four hours per week.

The position is home based.

Access to a computer and phone is required.

Essential expenses will be reimbursed subject to them being pre-approved by the Board of Trustees.