



SUPPORTER CARE OFFICER (job share) – Maternity Cover (8 months)

Location: Flexible remote with weekly presence (Tuesday) at our office in Horsham, West Sussex. Working days will be Monday, Tuesday, and Thursday.

Salary £16,500 PT 21 hours per week (£27,500 FTE)

Level Grade 5 Band A

About the Charity

Born Free works tirelessly to ensure that all wild animals, whether living in captivity or the wild, are treated with compassion and respect and can live according to their needs. As a leading wildlife charity, we oppose the exploitation of wild animals in captivity and campaign to keep them where they belong – in the wild.

We promote Compassionate Conservation to enhance the survival of wildlife, especially threatened species in the wild, and to protect natural habitats while respecting the needs and safeguarding the welfare of individual animals. We seek to positively impact animals in the wild and protect their ecosystems in perpetuity for their own intrinsic value. For the critical roles they play within the natural world.

Set up initially as Zoo Check in 1984 by Bill Travers, Virginia McKenna, and their son Will Travers, Born Free works tirelessly to prevent captive animal suffering and phase out zoos. Will continues to lead the organisation as Manager President. Virginia remains active on the Board of Trustees, working closely with the team to share our vision and programmes on public forums.

The Opportunity

Born Free is looking for a passionate, friendly, and professional Supporter Care Officer to act as the primary interface between Born Free, its supporters and the public. In this vital role, the successful candidate will bring previous supporter or customer service experience to help deliver outstanding supporter care.

Ideally, they will be highly motivated by, and passionate about, the mission of Born Free and possess a natural ability to convey these attributes to those they are in contact with.

This is a part time, temporary role to start as soon as possible and forms part of a Supporter Care Officer job share comprised of two 0.6 posts to cover the full working week. Working days will be Monday, Tuesday, and Thursday.

The Role

The Supporter Care Officer will be resourceful, organised and a proactive team player with excellent communication and interpersonal skills. You will need to juggle multiple tasks with drive and enthusiasm, be able to work with minimum supervision and show good judgement and initiative. Previous experience with a fundraising CRM system or relational database is highly desirable, and you will need to learn new tools and systems quickly. You will bring previous experience of a high level of supporter care/customer service being the primary interface between supporters, the public and Born Free.

Key tasks will include:

- **Supporter enquiries:** Act as the first point of contact for all supporter and public enquiries, answering all incoming telephone calls, emails, letters, and the online chat function in a professional, helpful, and friendly manner, ensuring excellent customer experience, and relay messages if the intended recipients are unavailable.
- **Supporter journeys and engagement:** Establish and nurture effective relationships with donors over multiple channels, ensuring that recording systems are updated accurately.

- Donor stewardship and thank you correspondence: Support the donor stewardship and thank you process, including through close liaison with the President, Co-Founder, and Head of Individual Giving.
- Renewal correspondence: Manage the renewal process for the charity's adoption and regular giving programme promptly and accurately.
- Donation processing: Process all incoming donations promptly and accurately across multiple channels; this includes uploads from online donations from various donation platforms.
- Direct Debits Ensure Monthly Direct Debit processes are completed in a timely manner, so records are accurate.
- Gift Aid: Ensure monthly Gift Aid claims are prepared and submitted to HMRC in a timely manner so records are accurate.
- Screening and directing telephone and online enquiries: As necessary, respond to and direct enquiries, and take and relay messages if the intended recipients are unavailable.
- Data management: Work closely with the Supporter Data and Insight Manager to maintain accurate records of all donations and supporter communications and to ensure the continual development, maintenance and enhancement of the Fundraising CRM and other systems.
- Processing mail: Including both incoming and outgoing post and deliveries in a timely manner on a weekly basis from the Hub, based in Horsham (Tuesday).
- General office admin: Check & replenish any stationery as required.
- Quality assurance: Maintain a monitoring and quality assurance programme to ensure all supporter enquiries are handled according to agreed benchmarks and in compliance with relevant regulations.
- Problem resolution: Assist in resolving supporter issues and complaints relating to appeals, donations, shop purchases, data management.
- Fundraising team support: Provide support to other areas of fundraising as required, including co-ordinating fundraising team meetings, and providing administrative support for key fundraising projects.

The successful candidate should ideally demonstrate the following attributes:

- A good level of education including (but not exclusive to) GCSE (or equivalent) qualifications in English and Maths.
- Experience working in supporter care or customer services, preferably gained within a charity environment.
- Excellent interpersonal skills with the ability to quickly build effective relationships with colleagues, donors, and potential supporters.
- Proven experience of working with relational databases and data input, with ideally knowledge of Raiser's Edge or equivalent CRM.
- Excellent communication skills, both written and oral, with the ability to communicate effectively to both external and internal audiences.
- Organised, dedicated, self-motivated and reliable, with experience as a focal point for multiple enquiries and able to prioritise tasks in a fast-moving environment.
- Strong IT skills and proficiency in Microsoft computer packages, including Excel and Word.
- Excellent organisational and administrative skills and an ability to prioritise work, manage time effectively, and meet deadlines, with good attention to detail.
- Personable and able to work alone or as part of a team.
- A strong empathy and engagement with the work of Born Free and the desire to drive it forward, bringing energy and determination to its mission.

The candidate will report directly to the Supporter Data & Insight Manager.

Our excellent benefits package includes opportunities for continuous professional learning, a generous annual leave entitlement, working from home with regular team meetings to help you maintain a healthy work-life balance, well-being support, and a competitive pension.

At Born Free, we strive to create a working environment that promotes and values diversity, where everyone feels empowered to bring their full, authentic selves to work in a creative and safe space. We are committed to equal opportunities and to building a more inclusive team that reflects the communities we serve. There is

always more work to be done, and we endeavour continuously to make progress, hold ourselves accountable and grow, both as a charity and as individuals.

To apply, please send a CV and cover letter to bornfreehr@aspiringhr.com, please include SCO-24 in the subject of your email. The closing date for applications is 09:00 on 5th of March 2024. Born Free politely requests no contact from recruitment agencies or media sales. We do not accept speculative CVs from recruitment agencies nor accept the fees associated with them.

If you do not receive an invitation for an interview by the 8th of March, then you have unfortunately not been shortlisted. Interviews will be scheduled to take place week commencing 11th March 2024. Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert at any time. Thank you for your interest.