

**Income & Engagement Assistant**

**(Full-time, permanent)**

JOB DESCRIPTION AND PERSON SPECIFICATION

**Job title:** Income & Engagement Assistant

**Contract:** Full-time, permanent.

**Reporting to:** Senior Income & Engagement Officer (Individuals)

**Salary:** £34,367 rising on an annual incremental basis. War on Want also offers a 6% contributory pension scheme

**Holidays:** 27 days annual leave which includes four closure days over the Christmas period; rising to 29 days after three years’ service and 30 days after five years

**Hours:** 35 hours per week, including occasional out of hours working, for which time off in lieu will be given

**Based at:** Hybrid working. One day a month at War on Want’s head office, more in-person days required on an ad-hoc basis.

**Deadline for receipt**

**of applications:**  2 June 2024 (23:59)

**Interviews:** First Interview (online) w/c 10 June 2024

Second interview (in-person) w/c 17 June 2024

**About War on Want**

War on Want is a dynamic organisation working in the UK and with partners around the world to fight poverty and defend human rights, as part of the movement for global justice.

We believe a better world is possible. A world in which everyone lives a dignified life free from repression, injustice and climate disaster. Poverty is political: the most effective way to end it is by taking collective action to challenge deep rooted structures of inequality and injustice.

War on Want campaigns in the UK to challenge human rights abusing corporations and governments, and hold those responsible for inequality and poverty to account. We publish in-depth research exposing injustice and human rights abuse globally. We work in partnership with grassroots groups, trade unions and workers’ organisations in the Global South. We stand in solidarity with movements fighting for their rights around the world.

**Job Description**

The Income & Engagement Department is responsible for fundraising, external communications and the organisational supporter database. A significant proportion of the department’s efforts are directed towards encouraging new and existing War on Want supporters to engage with our campaigns and support our work financially. Many of these supporters are War on Want Members who kindly support our work with regular monthly donations. Over the next few years, a key strategic priority for War on Want is to grow the supporter base and increase the number of active Members. You will therefore join us at an exciting time as we implement strategies and explore new campaigns to achieve these aims.

As War on Want’s Income & Engagement Assistant, you will lead the day-to-day running of supporter care to deliver a first-class supporter care experience to our audiences. In addition, you will provide the department with administrative support to ensure the smooth running of the programme and help develop key areas of strategic importance.   
  
Your professionalism and passion for supporter care will help War on Want to deepen relationships with its most important and valued supporters. Your organisational skills, attention to detail, and ability to prioritise competing priorities will help ensure income and engagement at War on Want is both efficient and optimised.

This role is a fantastic opportunity for someone looking to deepen their supporter care experience, whilst building valuable knowledge and experience in other areas of fundraising. In addition to your supporter care and administrative duties, you will work closely with colleagues to help develop reporting, high value partnerships, and individual giving activities.   
In doing so, you will strengthen your understanding, skillset, and experience across a range of channels and make valuable contributions to War on Want’s mission to end global poverty and defend human rights.

**Key Tasks and Responsibilities**

Supporter Care & Database Management

* Act as a first point of contact for inbound supporter enquiries and provide excellent supporter care at War on Want. This includes managing multiple supporter email inboxes for general enquiries and specialist areas like legacy, responding to enquiries, fulfilling information requests in a timely manner, responding to postal requests, and answering inbound supporter calls.
* Lead on day-to-day supporter stewardship, writing and sending donation thank you letters, and posting out other physical campaign materials on request.
* Maintain accurate supporter contact details, gift information, and communication opt-in preferences at all times, updating records and working with the Database Officer to undertake database clean ups as required.
* Professional and courteous complaint handling, escalating to senior or specialist members of staff for responses as required.
* Undertake a range of income processing functions, including setting up/updating regular donations, Gift Aid declaration processing, and supporting month-end income reconciliation and financial reporting.
* Undertake a range of regular data entry and database import processes to support fundraising and membership activities, such as importing contact data from third party agencies, regular giving set up, petition sign ups and event attendances from online and offline sources.
* Work with the Senior Income & Engagement Officer (Individuals) and Database Officer to enhance War on Want’s relationships with its third-party fundraising agencies and other partners. This includes regular catch ups, quarterly review meetings, and troubleshooting issues or optimising fulfilment processes as required.
* Work with colleagues from other teams to ensure supporter care activities are aligned with War on Want’s mission, vision, brand, and style guide.

High Value Supporter Prospecting & Support

* Work with the Senior Grants Officer (Major Donor, Trusts, and Foundations) to research high value prospects and maintain the funding opportunities calendar.
* Support the Senior Grants Officer to develop and execute high value partnership cultivation plans. This includes personalised thanking, project updates, and stewardship communications.
* Ensure accurate and timely high value partnership record keeping on War on Want’s database and undertake data analysis projects as required.
* Support the planning and implementation of external events as required to ensure new and existing supporter relationships are enhanced. These occur once or twice a year.
* Support special projects as required to nurture and develop high value partnerships.

Individual Giving & Departmental Administration

* Under the direction of the Senior Income & Engagement Officer (Individuals) support the delivery of War on Want’s annual gift aid campaign (email and direct mail).
* Work with the Senior Income & Engagement Officer (Individuals) to research, develop, and execute the legacy giving programme (email and direct mail).
* Support the Communications team in the day-to-day running of the organisational press function, including with the monitoring, compiling and sharing of organisational press coverage.
* Support departmental reporting in preparation for quarterly Trustee meetings, the annual review, and other strategic reports.
* Actively contribute to team/organisational planning and strategy sessions – e.g. away days, quarterly engagement reviews, and weekly supporter engagement stand-ups.
* Provide administrative and functional support to the Income & Engagement Department as required.

**PERSON SPECIFICATION**

**Essential**

* Experience within a team in a charity, non-profit, NGO or similar organisation.
* Demonstrable experience of working as part of a team to deliver to set targets or goals, such as comms, campaigning, marketing or fundraising targets
* Experience of using a database, CRM or other data administration tools in a busy professional environment
* Experience providing front-line customer or supporter care by phone and/or email
* Demonstrable prior knowledge and understanding of different income streams and approaches in charity fundraising
* Prior knowledge and interest in digital marketing or campaigning, including the basics of how channels like telemarketing, direct mail, and email are used in charity communications
* Adept at working with digital technology with fluency in all Microsoft Office tools, and ability to pick up new software packages quickly
* Highly numerate with ability to interpret and analyse data in packages like Microsoft Excel, including functions such as COUNTIFs, VLookUps, conditional formatting and other similar functions
* Ability to prioritise and manage own workload across a range of different demands with a high level of flexibility and adaptability to tight schedules and shifting deadlines.
* Excellent verbal and written communication skills with ability to, with relevant training, draft written communications in line with War on Want’s styling and approach
* Demonstrable commitment to the aims and values of War of Want

**Desirable**

* Understanding of economic and social justice issues, and human rights in a global context
* Experience working with Salesforce and/or Engaging Networks
* Experience working with email marketing and/or social media in an organisational/business environment
* Experience of working on digital fundraising and/or communications campaigns
* Knowledge or experience of grant fundraising processes