

## JOB DESCRIPTION

### Donation Processing Officer

**Location:** Acton, NW10

**Contract:** Permanent

**Employment Type:** Full-time

**Working Hours:** 40 hours per week (Mon to Fri), 9 - 5pm

**Salary:** £19,760 (£9.5ph)

#### Job Title:

Donation Processing officer

#### Main Purpose of job:

To provide proactive customer service and provide full administrative support to the Donation Processing departments, Social Welfare and other departments as and when needed.

Essentially, looking after them in the way they deserve. We do this by telephone, email, web chat, white mail, and social media interactions.

We are an administration services provider in London, UK, catering for the charity and not-for-profit sector.

#### Context

UK Care for Children was established in 2008 to help mitigate the effects of conflict and poverty for the most vulnerable in Lebanon. Since then, we have expanded to work in Jordan and the West Bank helping refugees and others in need. Our programs are designed to serve refugee children and their families in the fields of Children's Welfare, Development Aid, Refugee Relief and Seasonal Humanitarian Aid.

#### Relationships:

- a. Responsible to: Donor Care Team Leader
- b. Responsible for: Customer Service & Calls Advisor for inbound calls from customers who are wanting to donate to a charity
- c. Liaison with: Team leader and senior management team.

#### Main Tasks of the Job

- a. To act as the primary point of contact for all donation and sponsorship related enquires, whether in person, by phone or by email.
- b. You will support your donor through the process, assisting with card payments, updates, general enquiries and perhaps cancelling donations UKC4C required.
- c. To be responsible for processing and setting up new regular payments via standing order or direct debit standing order payments and ensuring all queries are dealt with efficiently.
- d. By following set questions on your PC, you will talk to your donor through a step-by-step process to determine the options available to them

- e. To follow up with declined donations, sponsorship renewals and ensure reminders are sent to donors.
- f. To send out new sponsorship packs this requires producing child summary details using documentation and reports for children.
- g. To manage special request from major donors in the UK and International to ensure requests are followed up and donors updated.
- h. Generating and sending out thank you letters and acknowledgements.
- i. To be responsible for data quality maintenance of donor' records in the database ensuring data is up to date.
- j. To link and delink orphans on the system, producing reports and termination letter where necessary.
- k. To liaise and maintain good communications with local partners and committees and UK branches in relation to all aspects of the project as and when needed.
- l. To action terminations after having reviewed beneficiaries cases with management.
- m. To be responsible for maintaining the filing system both electronically and manually.
- n. To liaise with branch representatives in the UK and deal with requests and donations.
- o. To support events and live appeals, working closely with the Donor Engagement team when necessary.
- p. To work in line with other NGOs as part of our collaborative working relationship.
- q. To undertake any other duties and responsibilities appropriate to the post.

## PERSON SPECIFICATION

Criteria	Essential/Desirable
<b>Qualification</b> a) A degree/diploma holder	Desirable
<b>Knowledge and Experience</b>  b) Experience within a customer service environment  c) Experience of identifying needs and addressing accordingly  d) Understanding and responding to customer needs and satisfaction  e) Experience of working in a call centre, dealing with donor queries or of a similar nature  f) Experience of working in a customer focused/data entry environment	Essential  Essential  Essential  Essential  Desirable
<b>Skills and Abilities</b>  g) Patient and skilled at conflict resolution person who can gather feedback or supporters' dissatisfaction and determine how to best resolve the situation  h) Strong interpersonal skills to engage with donors, volunteers, and other stakeholders  i) Understanding of confidentiality issues and data protection (GDPR)  j) Translate documents for Donors and Sponsors as per request. Interpret calls from non-English speaking (Arabic) or international Donors/Sponsors (Arabic)  k) Ability to work individually, as a team and have good communication  l) Good IT skills and the ability to navigate with ease - Microsoft Office software, including Word, Excel, and Outlook.  m) Ability to answering enquiries from supporter via phone, voicemail and email in a timely manner n)	Essential  Essential  Essential  Desirable  Essential  Essential  Essential

<p>o) Ability to meet tight deadlines and work to targets</p> <p>p) Good organisational and time management skills</p>	<p>Essential</p> <p>Essential</p>
<p><b>Commitment</b></p> <p>q) Commitment to UKC4Cvision, aims and mission</p> <p>r) Commitment to equality of opportunity and diversity</p> <p>s) Hard working and self-motivated</p> <p>t) Flexibility, great attendance and good time keeping, making sure your available for our donors</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p><b>Personal Qualities/Other</b></p> <p>u) Commitment to equality and diversity practice</p> <p>v) Commitment to working within UKC4CCharity's core values and demonstrating these in practice</p> <p>w) Commitment to continuous development</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.