



Supporter Relations Officer – Outbound Specialist	
Title:	Supporter Relations Officer – Outbound Specialist
Department:	Supporter Relations Department
Location	Bradford
Reporting to:	Supporter Relations Manager
Responsible for – People:	Supporter Relations Officer – Outbound Specialist

Supporter Relations Department
The Supporter Relations department is responsible for processing all donations to Orphans in Need while continually building excellent relationships with supporters of the Charity.

Job Purpose
<p>The Supporter Relations Officer – Outbound Specialist role will focus on building excellent relationships with our donors with a view to driving income for the organization. This role will primarily involve conducting outbound phone calls to our existing donors to engage them with other ways to Support OiN, as well as to thank donors, offer feedback and improve the overall donations experience. This role will also involve some outbound emailing and letter writing. As well as conducting outbound activity, this role will support the inbound officers at peak times. As OiN are a relatively small organization, a degree of flexibility should be expected in duties to meet all reasonable requirements of the organization.</p> <p>Please note - this role will involve some evening and weekend working.</p>

MAIN RESPONSIBILITIES/KEY DUTIES
<ol style="list-style-type: none"> 1. To conduct outbound activity to existing and prospective donors to engage them with ways to support OiN and ultimately drive income for the organisation. 2. To conduct outbound activity to existing donors to build the overall supporter experience through thanking and feedback. 3. Ability to learn about projects and campaigns and describe/explain them informatively and compellingly to donors. 4. To work effectively to agreed targets and KPIs when conducting the above work. 5. To deliver scrips in a personal and human way, building relationships with donors quickly. 6. To record all interactions accurately using MS Excel and our in house CRM system. 7. To be mindful and compliant of all GDPR requirements and fundraising regulations whilst conducting the above activity. 8. To support the Supporter Relations and Sponsorship teams with day to day work when required, working collaboratively with all internal teams, departments and supporters. 9. To comply with all policies, procedures, legal and regulatory requirements. 10. Any other duties commensurate with the accountabilities of the post.

Person Specification

Supporter Relations Officer – Outbound Specialist

Essential

Qualifications & Experience

- Educated to A-level or equivalent
- Experience of providing great customer service in an outbound capacity
- Experience of office administration tasks
- Proven experience of effective people management

Knowledge

- Knowledge of office systems
- Knowledge of best practice customer management
- Knowledge of call handling procedures and relationship building techniques

Skills & Ability

- Strong communication and interpersonal skills with a proven track-record in outbound calling.
- Good numeracy skills
- Strong relationship building and negotiation skills
- Accuracy and attention to detail
- Flexible and adaptable approach, able to work independently and self-motivate
- Ability to learn about products and services and describe/explain them to donors.
- Collaborative team player,
- Excellent IT skills including the MS Office suite

Commitment

- Commitment to the OIN's mission, visions and values.
- Hard working and self-motivating.

TO APPLY PLEASE EMAIL YOUR CV AND COVER LETTER TO
HR:@Orphansinneed.org