

PLAN INTERNATIONAL UK JOB PROFILE

Job Title	Supporter Data Processing Executive
Department	Public Engagement
Unit (if appropriate)	Individual Giving Unit
Grade	5
Salary	£30,940 per annum
Contract type	Permanent
Reporting to	Supporter Data Processing Supervisor
Responsible for	Supporter Data Processing Volunteers

Overview of Department

Plan International UK is a global children's charity. We work to give every child the same chance in life. In every child there's a spark of imagination, curiosity and ambition. But not every child is born with the same opportunities. When you face poverty or violence the odds are stacked against you. When you're a girl it's even harder to be safe, to be in school and to be in charge of your body. All children deserve an education, health care and clean water. All children deserve the chance to thrive. We're fighting so every child, especially every girl, knows their value. We're fighting so the communities they're growing up in – and the world around them – value them too.

The department strategically combines individual giving, major partnerships, campaigns, online and offline publishing, media relations and public policy and advocacy to raise funds and create a shift in public opinion on international children's development and rights issues by mobilising the income, resources and forces that are needed to support Plan's work

Job Purpose

The Supporter Data Processing executive will play a key role in the recording and maintaining of all supporter details, transactions and preferences with accurate marketing codes in line with data governance rules. They will be responsible for running all Direct Debit claim processes when required. They will work flexibly within a friendly team to record and upload all financial transactions for our supporters and generate thank you letters and other fulfilment letters.

They will proactively engage regularly with other teams ensuring that our supporters are given an excellent service that meets the business objectives of Plan UK.

We're looking for someone who is motivated and enthusiastic, with a high attention to detail and the ability to use their initiative to solve problems.

Key Deliverables	Key Activities
Direct Debit	<ul style="list-style-type: none"> • Direct Debit administration • Provide support for the monthly £1.5million Direct Debit claim file • Imports/exports of various Direct Debit data files • Problem solve supporter records • Providing Direct Debit guidance to internal staff
Gift Aid Management	<ul style="list-style-type: none"> • Create Gift Aid declarations • Provide Gift Aid support to internal staff • Manage Gift Aid FAQ's • Manage all Gift Aid administration
Income processing	<ul style="list-style-type: none"> • Process donations generated through various online giving

	<p>platforms</p> <ul style="list-style-type: none"> • Process income generated by Payroll Giving • Process Standing Order donations • Process Credit Card donations • Process all donations received for various teams in Public Engagement • Process income received directly into our Bank • Process refunds • Income reconciliation • Other income processes as required
Other Duties	<ul style="list-style-type: none"> • Act as a subject matter expert, supporting fundraising colleagues to maximise the success of activities, e.g. appeals • Provide best practice Data/Gift Aid guidance to all colleagues • Provide Training and support for new starters • Test new systems & processes, ensuring they are fit for user purpose • Write and update manuals • Maintain efficient filing system for audit purposes • Where necessary, manage volunteers, interns and apprentices • Liaise and support other teams to deliver an exemplary supporter journey • Carry out quality assurance processes • Contact external agencies when required to resolve problems • Work as a supportive and effective member of the Supporter Data Processing team, providing cover for team members as required and appropriate to ensure continuity of services

General	<ul style="list-style-type: none"> • Ensure that all activities undertaken on behalf of Plan International UK, externally or internally, are in line with the overall aims of the organisation and with policies and procedures. • Participate in training and other activities as requested
----------------	--

Awareness and Representation	<ul style="list-style-type: none"> • Commitment to Plan's position on promoting girls' rights and gender equality and integrating this into all aspects of work. • Commitment to child safeguarding and to being confident and competent in meeting safeguarding responsibilities
-------------------------------------	---

Level of responsibility for safeguarding children and young people	Standard – Commitment to uphold to Child safeguarding guidelines at all times
Level of Budgetary Responsibility	None – Post has no budgetary responsibility

This is not intended to be an exhaustive list. Your job description may be subject to change.

Date Created	29/01/2020
---------------------	------------

PLAN INTERNATIONAL UK PERSON SPECIFICATION

PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
Communicating with all stakeholders	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written • Work as part of a team in a professional & friendly manner • Collaborate with colleagues across the organisation • Maintain high levels of customer service
Working effectively and efficiently	<ul style="list-style-type: none"> • Ability to work to tight deadlines, manage own workload and multi-task • High attention to detail • Exhibit excellent organisational/time management skills • Strong ability to problem solve • Work calmly under pressure • Demonstrate a pro-active approach
Demonstrating Plan values	<ul style="list-style-type: none"> • Strong willingness to learn & develop • Use resources in a cost-effective manner • Demonstrate a can-do attitude • Be flexible and support the wider team as necessary • Open to changes and new ideas, and routinely drive improvements • Promote a positive image of Plan's work

RELEVANT EXPERIENCE

The successful candidate will have experience of

- Working with a CRM system
- Working in an office environment in an income processing or similar role
- Maximising the potential of a database
- Processing large and varying volumes of financial data
- Gift Aid administration

SPECIFIC SKILLS AND KNOWLEDGE

The successful candidate will have the ability to....	The successful candidate will have knowledge of....
Demonstrate an awareness of child safeguarding issues	BACS Regulation
Use computer packages efficiently, including databases and data entry	Fundraising compliance, especially with relation to income
Manage multiple tasks and business processes, demonstrating excellent organisational skills	HRMC regulations for Gift Aid
Be supporter focused	Data protection

