

PLAN INTERNATIONAL UK JOB PROFILE

Job Title	Supporter Engagement Team Leader (maternity cover)
Department	Fundraising
Unit (if appropriate)	Individual Giving
Grade	4
Salary	£33,695 per annum
Contract type	Fixed-term, up to one year
Reporting to	Supporter Engagement Manager
Responsible for	Supporter Engagement team (4 Supporter Engagement Coordinators, temporary staff and 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. And if disaster strikes we're there to protect children, keep them learning and help them recover

Job Purpose

To manage the Supporter Engagement team, leading the day to day activity and coordinating future planning, to deliver an exceptional experience to current and potential supporters through engagement of the highest quality; helping with all enquiries, resolving concerns and complaints where possible and ensuring supporters feel valued and a key part of our work. This will be through direct communication via a variety of channels including inbound and outbound calls, post, email and social media. This role will build loyal, committed supporters who are happy to share our work with friends, family and community. Through such high-quality engagement Plan International UK will raise awareness and essential long-term funds.

Key Deliverables	Key Activities – <i>this doesn't need to be an exhaustive list of every task undertaken. Which parts of the role will help meet the deliverables?</i>
Developing excellent supporter engagement and experience	<ul style="list-style-type: none"> • Manage the day to day activity of the Supporter Engagement Team, ensuring it provides a quality service and meets performance targets. • Deliver and champion supporter engagement activity for all Plan International UK's supporters and volunteers, embedding a strong supporter engagement ethos across the organisation. • Lead, support and develop the Supporter Engagement team through a programme of training and development; enabling the team to deliver a first-class experience to donors. • Support the team in dealing with complex supporter queries and complaints, ensuring that complaints are escalated as appropriate.

	<ul style="list-style-type: none"> • Liaising with international colleagues as needed to resolve supporter queries or complex issues. • Ensure a consistently excellent and compelling standard of supporter engagement communications, regularly reviewing for effectiveness and on-brand messaging • Build and maintain key relationships across the organisation to ensure the Supporter Engagement team is briefed on what to expect from campaigns and activities, to communicate with supporters in the most effective and informative way. • Work across teams to develop relevant FAQs, briefing notes and associated material around individual giving and wider sponsorship activities or changes. • Manage a centralised information store for relevant campaigns and activities.
Operational Management	<ul style="list-style-type: none"> • Manage and prioritise the team's workload and coordinate workflow to ensure an efficient service, including planning of activities. • Support, supervise and develop the Supporter Engagement team so they can provide a first-class supporter experience. • Work with Supporter Engagement Manager to recruit, train and support new team members. • Work proactively with Individual Giving teams to develop, implement, monitor and review procedures and processes and quality systems; ensuring these are timely, accurate and tailored to supporter's wishes and business needs. • Monitor service and report on level agreements associated with the team's performance to ensure the best possible service to donors, supporters and internal and external stakeholders, ensuring commitment to achieving these. • Provide regular reporting on the team's performance, successes and challenges. • Build and maintain a solid understanding of Plan International UK's internal systems, including our CRM (CARE) and sponsorship/programmatic processes as they relate to supporter engagement. • Ensure that all supporter engagement processes are fully documented and are adequately understood within the team to provide business continuity, consistency and compliance. • Ensure up-to-date and accurate procedures and guidance exist for all Supporter Engagement processes and that procedures are easily accessible, user friendly, tried, tested and accurate. • Proactively look to improve and streamline new or existing processes to ensure the team is working as efficiently as possible.
Other Duties	<ul style="list-style-type: none"> • Support the Supporter Engagement Manager to plan, develop and implement the Supporter Engagement strategy with relation to existing and prospective donors, fundraisers, volunteers and campaigners. • Maintain a clear understanding of best practice in the field of supporter care, developing good working relationships with peers in the sector, monitoring external development and ensuring that the supporter engagement strategy at Plan International UK adapts to change as needed.

	<ul style="list-style-type: none"> • Ensure the Supporter Engagement team are trained and compliant in handling personal information and understand their responsibilities for creating and maintaining accurate supporter records that are stored in line with Data Protection regulations. • Ensure the Supporter Engagement team have a high awareness of child safeguarding issues and our responsibilities to vulnerable adults, identifying and escalating as appropriate. • Be an ambassador for Plan International UK and its supporters, supporting the delivery of the vision and ensuring that the charity's profile and reputation are enhanced.
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General	<ul style="list-style-type: none"> • Be open to change and demonstrate a flexible and adaptable approach. • 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.
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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 • Represent Plan International UK at Supporter Events and any other events as required and subject to availability if outside normal working hours.
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Level of responsibility for safeguarding children and young people	Medium - Has responsibility for ensuring safeguarding procedures or policies are adhered to.
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 Updated	November 2019
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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"> • Understand and communicate Plan International UK's vision clearly and eloquently. • Influence and negotiate with stakeholders at all levels concisely and confidently. • Recognise the needs of others and actively support, coach and provide supportive feedback.
Working effectively and efficiently	<ul style="list-style-type: none"> • Understand the of the 'big picture' and act accordingly. • Improve work methods to achieve high levels of efficiency; Make suggestions to others on better ways of carrying out work. • Try doing things differently, think strategically and constantly review processes and systems.
Demonstrating Plan values	<ul style="list-style-type: none"> • Demonstrate resilience, resourcefulness, creativity, flexibility and perseverance, particularly at difficult times. • Critique their own performance, seeking personal feedback and encouraging others to seek feedback. • Contribute to the development of a culture which encourages innovation and continuous improvement.

RELEVANT EXPERIENCE

The successful candidate will have experience of

Managing or supervising customer or supporter service colleagues, volunteers, or similar; including handing enquiries and complaints.

Developing and maintaining processes and procedures in a customer or supporter care environment

Coaching and developing people to effectively manage all their responsibilities whilst continuously improving their skills

Working constructively and collaboratively with colleagues from different teams

Suggesting and taking the initiative on new ways of working that have been successfully implemented

Communicating clearly, with the ability to adapt your communication style for different groups

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	The charity fundraising environment. For example, the principles of marketing and fundraising regulation
Manage difficult and sensitive conversations, verbally or in writing	Customer Relationship Management/Database systems
Prioritise and organise own workload and that of others	Customer care principles and how to bring these to life
Communicate, both verbally and in writing confidently with diverse audiences	