**Job Description – Supporter Engagement Officer**

Location: Home-based – Bristol

Hours of Work: 30 to 37.5 hours

Contract: Permanent

Salary: £24,000 to £26,000 per annum pro rata

Reporting to: Head of Income Generation

**Air Ambulances UK**

Air Ambulances UK (AAUK) is the national charity supporting the lifesaving work of the UK’s air ambulance charities, enabling them to save even more lives every day.

**Purpose of Post**

The Supporter Engagement Officer will be a key member of the Income Generation team helping to support and drive fundraising growth across a number of income streams by ensuring the best possible supporter experience.

The role will be the first interaction that a donor has with AAUK with responsibility for responding to supporter enquiries via post, email and telephone, and ensuring income and supporter information is captured accurately on Donorfy.

**Key Responsibilities**

* Manage and develop a mixed pipeline of donors and prospects including researching, making approaches, applications, pitching and stewardship activities.
* Securing donations to achieve individual targets and contribute towards annual targets and future financial years.
* Coordinate and support fundraising campaigns and events.
* Responsible for welcoming, assisting and responding to enquiries from existing supporters and new donors that we receive over telephone, email and post.
* Responsible for thanking our supporters, adapting and personalising templates as needed to deliver high quality thank you letters to our supporters in a timely manner.
* Enter and maintain accurate records on our fundraising database, Donorfy including financial information and to proactively identify how to improve processes.
* Prepare and mail fundraising materials and other relevant information as required.
* Provide general administrative support across the team as required.

**Other**

* Represent and be an ambassador for AAUK.
* Work to support AAUK ‘s vision, purpose, values, goals, and priorities.
* Be flexible and carry out any other associated duties that may arise, develop, or be assigned.
* Report to the AAUK Board when necessary.
* Support and promote diversity and equality of opportunity in the workplace.
* Comply with legal requirements for fundraising and general activities including GDPR, The Fundraising Code of Practice and others.

**Key Relationships**

**Person Specification**

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|  | **Essential**  | **Desirable** |
| Experience  |  | * Experience of working within a membership organisation, charity or similar.
* Experience of using a CRM to record and analyse supporter information.
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| Abilities  | * Ability to communicate, motivate and inspire supporters and key audiences virtually and face-to-face as well as by post, telephone and by other appropriate methods
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| Skills  | * Proficient in the use of IT tools such as MS Office
* Strong attention to detail and high standards in the production of quality work
* Self-motivated with the ability to work both alone and as part of a small team
* Evidence of excellent administrative skills.
* Evidence of high standards of accuracy and attention to detail.
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| Knowledge and Understanding | * To possess, or have the motivation to develop, a thorough knowledge of the work of Air Ambulances UK and the air ambulance sector

  | * Knowledge of the Fundraising Regulator Code of Fundraising Practise and its guidelines
* Knowledge of data protection, GDPR and Gift Aid.
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| Personal  | * The ability to work under pressure and to deadlines
* Creative and innovative thinking
* Commitment to supporting and demonstrating Air Ambulances UK values and behaviours in your work internally and externally
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| Other | * Driving license
* Access to your own vehicle
* Willingness to travel, including occasional overnight stays
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We may close this vacancy early if we believe we have enough strong applications to be able to successfully fill the role(s). Interested candidates are encouraged to apply as soon as possible.