

**Supporter Engagement Coordinator**

Caring in Bristol’s mission is to empower our city to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

We are highly ambitious and have significantly expanded our reach over the last three years to fund the work we’re passionate about in our city. For example, our response to the COVID-19 crisis saw us create a brand new project, Cheers Drive, in two weeks. This project, the first of its kind anywhere in the country, delivers restaurant quality food to the door of some of Bristol’s most vulnerable people. Each night we feed up to 400 people.

From prevention to emergency support, our projects range from producing free-citywide resources that empower our city to act, to investing in youth support, helping influence change from the very start.

This is an exciting time to join Caring in Bristol with ambitious growth of both service and income generation planned.

**The role**

This role of Supporter Engagement Coordinator is vital in supporting the strategic growth of the organisation by developing a strong relationship between Caring in Bristol and its supporters, retaining donors and ensuring a deeper commitment to our work. Our Business Plan 2020-23 commits us to secure sustainable income to expand our work, growing and retaining our supporter base.  The key element of this role is to provide an exemplary supporter experience, successfully communicating with our supporters so that we can achieve this growth.

The role is to be the first point of contact for donors and supporters.  You will answer enquiries, send communications and acknowledgements and provide a superb supporter experience.  Working with the wider team you will help develop and carry out, develop and action processes and procedures for the receiving of donations and communication plans defining how we speak to our supporters.

You’ll have excellent communications skills, an adept writer, a warm and engaging telephone manner and solid administrative experience with a keen eye for detail. You will provide our supporters with ‘Wow’ moments, giving them a feeling of importance and that their support is making a difference to some of Bristol’s most vulnerable of people.  Our supporters make our work possible and they should know the impact that their support makes!

You will also be a key link between the Income Generation Team and Finance Team, supporting in income tracking and reconciliation of both the fundraising database (Donorfy) and finance software (QuickBooks)

**Who we are**

Caring in Bristol is an unusual charity, grown from the ground up thirty years ago as an annual Christmas Shelter – Caring at Christmas. While this project remains very close to our hearts, we’ve used the last few years to make big changes to the charity, taken on a new staff team and evolved a significant programme of additional services and projects with a focus to both prevent homelessness and support those experiencing it all year round. These projects include our 365 Shelter, offering a safe and warm place to sleep and our support for young people at risk of or experiencing homelessness.

We have a special place in Bristol, firmly rooted, yet independent. Our innovative digital platforms, information campaigns and ‘Get To Know’ educational work have developed and elevated the Caring in Bristol brand and built a new community of supporters.

COVID-19 has had a profound effect on all services in the sector and we are currently in the process of redefining our services, making them more robust, effective and aspirational. This is an incredibly exciting time to join one of Bristol’s fastest growing third sector organisation.

**Our values**

*Collaboration*

We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact.

*People first*

We value human relations and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity.

*Focus on the end goal*

We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness.

**What we’re looking for**

**A great communicator** – you will be a great communicator, both verbally and written and ready to speak to our supporters, deepening their connection with the charity.

**A motivated organiser** – you’ll have top-notch organisational skills. You’ll be skilled at keeping all the plates spinning – thanking our wonderful donors, keeping supporters records up to date, supporting our finance team to record income and expenditure and keeping our supporters up to date with all of the developments at Caring in Bristol.

**A eye for detail** – you will be the ‘super-user’ of the database (training provided!), making sure it is accurate and matches the finance records. You will have a keen attention to detail.

**What you’ll be doing**

**Key Responsibilities**

* Offer an exemplary supporter experience by collaborating in the building of communication plans and coordinate the delivery of these plans.
* Assist the core external communications of the organisation, including being first point of contact via email or phone, and assist our Campaigns and Communications manager with mailchimp and mailings.
* Co-ordinate (supporting Head of Development) donor and supporter relationship management including certain corporate/business partners, individual givers, community fundraisers, volunteers and grant givers.
* Play a key role in tracking income and ensure the database, Donorfy, is up to date with donor information, donations and communications.  You will ensure Donorfy reconciles with finance records.

**Income Generation support**

* Respond to supporter queries via telephone, letter, email and in person where necessary, in a warm and engaging manner
* Ensure supporters are thanked in an appropriate way within agreed timescales
* Support in designing donor journeys for different supporter groups ensuring a great experience for our supporters.
* Tailor communication to welcome new supporters utilising phone, email and written communications where necessary.
* Monitoring online fundraising platforms such as Just Giving and Virgin Money Giving and communicating with supporters appropriately
* Provide excellent donor support for challenge, community and event fundraising including stewarding fundraisers and preparing marketing materials for events.
* Recording and banking income and cash, supporting the Finance team with the recording of income and expenditure.
* Become a Donorfy ‘Super-User’ ensuring the Income Generation team maintain an up-to-date and accurate CRM system and reconciling this to the finance records.
* Work with the Income Generation team in the analysis of data, segmentation of data sets and targeted approaches to donors
* Maintaining stocks of fundraising materials and assets
* Supporting colleagues with events management, both CiB events and those of partner organisations

**Communications and campaigns support**

* Support the Campaigns and Communications Manager to generate content for social media platforms
* Copy writing for appeals, letters, social media and other written communications
* Support the creation of Mailchimp campaigns and direct mail campaigns

**Involve our beneficiaries**

* Work with colleagues to ensure our approach is informed and influenced by a first-hand understanding of the issues we work with.

**Office Management**

* To take special responsibility for ensuring our office environment is a healthy, positive and professional space to work;
* To take responsibility for office supplies management and other ad hoc office administrative duties;
* Manage volunteers as appropriate.

**Other Responsibilities**

* To follow organisational policies and procedures and observe the Code of Conduct;
* To actively participate in and attend supervisions, annual appraisal processes and identified training;
* To be available for tasks in the lead up to Christmas with an expectation of availability in lead up to Christmas Day.  There will be occasional responsibilities to be carried out during unsociable hours around this public holiday.

**Essential must haves**

* Top notch communication skills, both written and verbal.
* An ability and desire to make people feel special. We want to provide our supporters with moments that make them go ‘wow’!
* An eye for detail and accuracy.
* A desire to learn and develop within the voluntary sector.
* Excellent team working skills.
* A passion to change Bristol for the better.

**Job specifics**

* Location: 1 Temple Way (we will be moving to another central Bristol location at some point later in the year).
* Salary range: **£22,902 - £27,264** (depending on experience)
* Working hours: Full time 37.5 hours per week
* Start date: As soon as possible
* Leave: 33 days (inclusive of bank holidays)
* Responsible to: Head of Income Generation

**How to apply**

You will be required to email us your resume and a covering letter explaining how your experience fits with both the job description and our values.

You can find the job information on our website <https://caringinbristol.co.uk/careers/> which includes a monitoring form

Please send your completed application to [recruitment@caringinbristol.org.uk](mailto:recruitment@caringinbristol.org.uk)before deadline of **Friday 14th August.**

Interviews will take place on **TBC…..**

If you have any questions or would like to have an informal chat about the role, you can contact the Head of Income Generation, Edd Smith on edd.smith@caringinbristol.org.uk, or 0117 924 4444.