



Title: Supporter Care Officer

Hours: 35 Per Week

Location: London N3

Accountable to: Income Generation Manager

Salary: £18,000 - £23,000

Functional Links with: All MDA UK staff; volunteers; staff from the voluntary and private sector; individual donors; members of the public and MDA Israel

Main Duties and responsibilities:

Data/Accounts

To scan and file documents for Data & Accounts departments as required.

To maintain and update the Raiser's Edge (CRM) including inputting donations and Gift Aid declarations

To handle all payments received either by post or over the telephone and collate these for the Data team

To assist where necessary in the banking of cash and cheques and the processing of credit card payments

To assist with the preparation, organisation and delivery of fundraising appeals, including managing the post during peak times and posting thank you letters

To support Data & Fundraising teams in Certificates preparation

To assist Data & Accounts with pledges follow up and issuing invoices

Fundraising and Events

To provide support to Fundraising Managers in the running of Dinners/Committees and Other Events

To have the ability to work flexibly including out of hours working

To be prepared to undertake UK travel as required

To ensure that the organisation's donors receive appropriate donor care

To provide technical support for Zoom/Stream Yard webinars

To provide additional fundraising support as directed

To work as an integral member of the MDA UK Team, supporting and assisting other members of the team and providing admin support as necessary

To develop positive relationships with MDA UK staff, Board members and other key leaders in the community as appropriate

Office Management

To manage the day to day running of the office, including office shopping (milk, cards, cleaning material etc and anything else as required)

To provide administrative support to the Fundraising Team in booking travel and accommodation & couriers

To ensure all stationery items are in stock (A4/A3 paper, paper towel, tissues and other stationery)

To manage the stock of promotional merchandise, ensure storage room is in order at all times

To ensure storage (in basement and all cabinets in the office) room is in order at all times
To prepare office meetings held at MDA

Knowledge in practice:

To attend all staff Team meetings and training sessions unless given prior exemption by your line manager

To be willing to undertake training identified by self or management as appropriate

To keep abreast of new developments, legislation and best practice affecting Fundraising/Ops/Data teams

To ensure all activity is complainant with relevant legislation and conforms to relevant professional bodies and external regulators

To keep up to date with the Data Protection Act, and ensure adherence at all times

To comply with the charity's policies

To carry out other duties as required in line with your skills and experience