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# **Donor Care/Administrative Officer**

**Reports to:** Head of Development

**Hours:** Full time, 35 hours per week

**Salary:** £23,000 to £25,000 depending on experience

**Based in:** London, Clapham Common

**Pension:**Contributory pension scheme with 4% employer contribution

**Annual Leave:** 25 days’ holiday not including bank holidays per annum

**Job ref:** SCT- 2020/05

**Start date:  As soon as possible**

**Application closes: 14/06/20**

At Safe Child Thailand we’re working to build a safer Thailand for all children. Our mission is to focus on helping the most at risk and vulnerable children. We always put children first, respect their views, empower them, protect them, and help them to reach their full potential. We work with outstanding local partners with one common goal – to keep children safe from harm.

Safe Child Thailand is at an exciting phase of its development with a new programmatic strategy which will focus efforts on projects that support family and community development and prevent family breakdown. We will also continue to work with our residential care partners to ensures the best of care, offering the best of outcomes.

We’re looking for a motivated, organised, detail-driven Administration Officer to look after our individual givers and child sponsorship programme and support the general administration of the office in Clapham.

**Main duties and responsibilities:**

To act as Safe Child Thailand’s liaison between our child sponsors and the Thai schools and institutions where children are sponsored

* Carry out day to day maintenance a of children’s case history files, liaising directly with partner organisations in Thailand
* Take responsibility for day to day correspondence with institutions having children within the SCT Child Sponsorship Programme
* Liaise with child sponsors, answering any questions they may have from time to time relating to the child they sponsor
* Support the production and distribution of written materials in relation to Safe Child Thailand’s Child Sponsorship programme, mailing out updates to child sponsors
* Monitoring and ensuring safeguarding in communications between sponsored children and their sponsors

**Donor Care**

* Manage the development and production of SCT’s annual newsletter and quarterly appeals to existing donors
* Work closely with the Head of Development to implement strategies to retain existing donors and increase the frequency and level of their gifts
* Acknowledging gifts, sending thank you cards and general communications
* Support campaigns to attract new donors

Ensure payments are accurately taken in collaboration with finance staff. Ensuring all child sponsor details and financials are up to date on our database

Manage, with the support of the Head of Development, the distribution of SCT’s legacy marketing material and administrate communications with solicitors regarding legacy income

Ensure that all SCT communications are GDPR compliant

Support other activities within the team, such as events, as and when necessary

**Key Administrative Responsibilities**

Enter donations onto the Database

Manage the in-coming and out-going mail

Responsible for office infrastructure and supplies

Process and manage postal donations

Answer the phone as the main office point of contact

Providing admin support to C.E.O. and Trustees

Liaise with the insurance company for office and staff requirements

**Person Specification***: Essential*

* A self-starter with excellent time management and organisational skills who can manage his/her own workload whilst supporting the activities of others
* Excellent communication skills – with an ability to liaise with people on all levels
* An excellent eye for detail
* High level of numeracy
* Excellent Microsoft Office skills, particularly Excel

*Qualifications and Experience: Desirable*

* Experience of using the Salesforce database or equivalent for direct marketing purposes
* Knowledge of direct marketing and sponsorship products
* Understanding of GDPR regulation in relation to donor contact
* Understanding of child protection guidelines
* Previous experience of working on a sponsorship programme
* Experience of working with external suppliers such as printers to deliver direct marketing campaigns /appeals and newsletters

Knowledge of international development

**Equality and Diversity**

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

**How to Apply**

**Please note that all applications will be reviewed on receipt and if we appoint a successful candidate, we may close this vacancy at our discretion.**

If you would like to apply for this position, please send your CV and Supporting Statement (No more than one side of A4) addressing the Person Specification to [david.weeks@safechildthailand.org](about:blank) Interviews will be conducted remotely.

**Unfortunately, due to the high volume of applications that we receive, it is not possible to respond to everyone. If you have not heard from us within two weeks of applying for this vacancy, your application will have been unsuccessful.**

**No contact from agencies or media sales.**

