



Job Title: Supporter Relations Officer (Ref: 2/M/2013)

Department: Supporter Relations

Location: Work from home

Salary: Commission only role

Hours of work: Part or full time, Evenings, or Weekends

Contract: Temporary/permanent

Report to: Co-ordinator

Main Purpose:

Redeemers Relief Agency International (RAIN) is a registered charity that aims to provide relief to people in crisis; Empower people and their communities; Support individuals, groups and communities to achieve and maximize their full potential. Our strategy is to continuously raise fund and to work directly with partners in our chosen countries of operation to achieve the organisation strategic objects. Money raised will enable some truly life-changing work to be carried out in the United Kingdom and all over the world.

Our Achievements so far, include working with our local partners in Liberia; Lesotho; Ivory Coast; Ethiopia; and Nigeria. Redeemers Relief Agency International (RAIN) in the UK works through RCCG, Christ's Love Assembly, to support soup kitchen; engage in fundraising activities for outside UK missions and sponsor different local community initiatives in Oxford.

We are looking for friendly, hard working and motivated individuals to join our team of fund raisers. Previous experience in charity fundraising is desirable but not essential as training will be provided. For further information please contact the following numbers 07813709676 OR 07799011225 or email sr@redeemersreliefagency.org you may also visit our website www.redeemersreliefagency.org

Main duties:

1. To act as a primary contact point between the organisation and the sponsors
2. A hands-on fundraiser, as well as an important part of the team. This may include working door to door in residential areas, describing the work of our charity and securing support via monthly donations.
3. Willingness to work closely with other areas of the organisation.
4. Ensure supporters queries are answered promptly.
5. Raising the profile of the charity and bringing in a reasonable number of donors per annum.
6. To maintain compliance with policies and guidelines of our organisation.

Experiences (experiences listed below are desirable but not essential as training will be provided):

1. Working within a team.
2. Work autonomously and meet deadlines
3. Customer services
4. Use of computer (Microsoft word and excel)
5. Working under pressure.

Skills:

1. Effective communication and negotiation skills
2. Record keeping
3. Interpersonal and negotiation skills.
4. Organisational skills and attention to details.
5. Influencing others.
6. Diplomacy, tact and flexibility

Qualification:

1. No educational limit, but it is important that the individual is able to read and write in English language.
2. We offer gap year placement and holiday work with a minimum commitment of three months.
3. Students/graduates and anyone seeking outdoor or evening work for charity may apply.

Generic duties for all staff:

1. **Diversity and Rights:** Equality of opportunity is our policy, irrespective of age, disability, gender, race and ethnicity, religion or belief and sexual orientation.

2. **Confidentiality:** Ensure confidentiality at all times. Employees of this organisation must not without permission disclose any information regarding our clients, staff or sponsors to unauthorised bodies or individuals. Failure to adhere to this instruction will be regarded as serious misconduct and may lead to disciplinary action. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information.
3. **Work permit:** We are unable to obtain work permits for positions within this organisation unless otherwise specified in the advert.
4. **Disclosure and Barring Service Check:** This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.
5. **Health and safety:** Cooperate with all health and safety policies and procedures of the organisation and take all reasonable care that your actions or omissions do not impact on the health and safety of clients, colleagues or the public.

The job description is not incorporated into employment contract. It is intended as a guide and should not be viewed as an inflexible specification as it may be varied from time to time in the light of strategic developments following discussion with the post holder.

April 013. RAIN

Post:

Reference No:

Full/part time:

Personal details

Surname: Middle name: First name: Title:	
Home address:	
Contact details:	Home Tel: Mobile: Email: Postal address (if different from above):
Next of kin:	Name: Relationship: Emergency phone number: Address:

Education and Professional Qualifications (all qualifications disclosed will be subject to satisfactory check)

Subject/qualification	Place of study	Grade/Result	Year obtained

Employment history in the UK and overseas (please record below details of your previous employment beginning with the most recent. Include reason for leaving and explain any gaps in employment)

Employer/address	Job title	Type of Organisation	From Month/yr	To Month/yr	Reason for leaving/gap in employment

Supporting information (please provide additional information such as knowledge, experiences, skills, ability and training that are relevant to this post)

Professional references (can the referee be approached prior to interview YES/ NO)

Referee 1

Title:

Surname:

First name:

Job title:

Relationship:

Telephone:

Email:

Fax:

Address:

Referee 2

Title:

Surname:

First name:

Job title:

Relationship:

Telephone:

Email:

Fax:

Address: