



Job Description

Supporter Engagement Assistant

- Post Title:** Supporter Engagement Assistant
- Reports to:** Director of Supporter Engagement
- Current Location:** The HFHGB office in Slough
- Background:** The vision of Habitat for Humanity is a world where everyone has a safe and decent place to live. Habitat for Humanity Great Britain (HFHGB) www.habitatforhumanity.org.uk is part of the international Habitat for Humanity network that strives to eliminate poverty housing from the face of the earth, ensuring that every child and every human being has a safe, healthy and decent place to lay down their head at night. Habitat for Humanity undertakes a range of activities to achieve this goal, including offering volunteering opportunities across the world.
- Job summary:** Our vision is enormous. We are looking for someone with enthusiasm, drive and commitment to help recruit, enable and develop more supporters to the work of HFH. You will provide first class administrative support to implement a new lifetime supporter engagement strategy that will offer a range of engaging and impactful opportunities to support HFH's mission.
- Flexibility:** Habitat for Humanity Great Britain is a small charity that is seeking to rapidly expand its activities and impact to fight poverty across the world. This means that the organisation must be adaptable and have an ambitious, dynamic and flexible staff team. It is a requirement of the post holder to be flexible in terms of location (within reason), line management, and duties and responsibilities. Your statutory rights are not impinged by this flexibility clause.
- Purpose:** Help to recruit, enable and develop a network of passionate and committed supporters in the global fight against poverty housing.

Duties:

1. Provision of first class administrative support to the supporter engagement team including diary management; invoice processing; desk based research; completing template budgets; database maintenance and mail and email merges;
2. Administration of a volunteer Ambassador programme
3. Help in administration of the Global Village international volunteering programme to significantly increase capacity
4. Professional and timely communication of information and documentation to internal and external stakeholders as necessary to perform the role;
5. Liaison with colleagues in the HFHGB office and other HFH offices across the world, external stakeholders including schools, universities, businesses and volunteers;
6. Administration of the CRM system, Raiser's Edge including: creating new contacts; logging activities; creating tasks; running reports; and other tasks as required.
7. Production of content for the charity's website and newsletters relating in particular to information about volunteer opportunities;
8. Assistance with the design, implementation and review of new systems and processes;
9. Maintenance of project plans and production of regular reports.

Staff Responsibilities: None

Candidate requirements

The successful candidate will meet the following requirements with regards to; experience, knowledge, personal attributes, skills and abilities and qualifications:

The successful candidate will possess a desire to make a significant contribution to the organisation, its vision and mission, and therefore the people it serves. They will be a person with a warm and enthusiastic manner who is self-motivated and proactive; with demonstrated ability to work well within a team, with empathy for the values of Habitat for Humanity.

Experience
Strong organisational and administrative skills.
Demonstrated ability to deal with people at all levels and from diverse cultural backgrounds.
High level of computer literacy, including Microsoft Outlook, Word, Excel, and Powerpoint ideally with experience of Raiser's Edge.

Skills and Aptitudes
Excellent organisational and administrative skills with attention to detail and accuracy in all aspects of work.
Excellent communication skills (both written and spoken) and ability to represent the organisation effectively both internally and externally.
Excellent interpersonal skills, capable of making and developing relationships with volunteers and supporters, team leaders, Area Office and international staff.
Ability to work with minimum supervision.
Flexibility to work on a range of tasks across the working week in order to ensure deadlines are met in all areas of the department.
Good time management – the ability to prioritise tasks.
Capable of being self-supporting in IT and ability to learn new skills.

Attitude
Commitment to eradicating poverty and optimism for change.
Personable, proactive and positive. A solutions centred approach to problems and enthusiasm for continuous improvement.
Reliable and flexible.
Self-aware and self-motivated to develop personal skills.