

Amnesty International UK



Job TITLE	Supporter Communications Officer
TEAM	Media, PR and Supporter Communications
DEPARTMENT	Supporter Campaigning and Communications
REPORTS TO	Supporter Communications Manager
RESPONSIBLE FOR	Volunteers
SCALE	3
HOURS PER WEEK	35

OVERALL PURPOSE OF THE JOB

The role of the Supporter Communications Officer is to deal with incoming communications about Amnesty International UK's work – to log and respond to enquiries and feedback on all aspects. Also, to deliver excellent supporter services to Amnesty's financial and activist supporters, by ensuring that the appropriate supporter care standards are met. This involves handling both public and supporter enquiries and feedback (in all formats), processing and banking of supporter income (in all formats), and maintaining Amnesty's supporter database to ensure that information held is accurate, appropriate and up-to-date.

MAIN RESPONSIBILITIES:

1. To handle correspondence from Amnesty supporters (including members of Amnesty's many activist constituencies) and the general public, via telephone, e-mail, post and social media, ensuring all data protection, FR and other legal charity guidelines are adhered to at all times, along with internal AIUK policies such as Online Community Rules.
This will include:
 - Dealing with complaints, including explaining and defending AI policies and assessing when to escalate
 - Drafting detailed responses to questions and criticisms of Amnesty's campaigns and policies, using information from approved sources

- Dealing with difficult, distressed and vulnerable people seeking help and advice, guiding such individuals about whether their case falls within Amnesty's remit
- Monitoring feedback
- Correctly signposting people to the right organisation if AIUK cannot help
- Recording information or amending records on the AIUK database

All of which must be completed with the correct degree of tact, diplomacy and sensitivity

2. To maintain a level of knowledge on Amnesty's work to be able to handle enquiries on a wide range of issues. This includes:
 - Assisting other teams in preparing Q&As on Amnesty's work, and rewrite and simplify lengthy or complex policy documents and media briefings for public consumption
 - Advising other teams on anticipated reactions from Amnesty's supporters and the general public to outbound communications.
 - Bringing a supporter perspective to the production of new materials in approval processes.
 - Flaging up issues with the appropriate colleague where Amnesty's response is needed but lacking, and assist in preparing that response. Advise colleagues on lines of response.
 - Use knowledge of human rights principles to explain Amnesty's work.
3. To edit and send out mass e-communications on behalf of the Community Organising team, and messages relating to Governance.
4. To understand the AIUK Data Protection Policy, ensuring compliance is met at all times.
5. To manage the fulfilment of stock information products to supporters and other contacts in response to enquiries. To liaise with other teams and keep updated on the range of materials available for activists.
6. To process and bank income received at AIUK, including cheques, card payments, charity vouchers, cash, direct debits, standing orders, payroll giving and foreign payments. To be responsible for entering and maintaining these details on the AIUK database and issuing relevant acknowledgements in respect of this income. To process ad hoc income including legacy income in conjunction with colleagues in AI's Finance Team. To work with the Supporter Care Manager to ensure Gift Aid is processed accurately and procedures for auditing are followed.
7. To assist the Supporter Care Manager with managing the voting rights for members attending the AGM. To answer enquiries regarding AIUK's voting processes, governance processes and structures.
8. To work with the team to develop and achieve Team objectives and plans. To attend and feed into departmental and campaign planning meetings, advising colleagues on anticipated enquiries/complaints that may arise from new work.
9. To deliver all aspects of this job description in accordance with AIUK's Equal Opportunities Policy.

10. To undertake any other relevant duties or projects delegated by the line manager, which are in line with the responsibilities of the post.

September 2017

PERSON SPECIFICATION
Job Title: Supporter Communications Officer

ESSENTIAL CRITERIA

Experience	Experience of working in a customer service environment
	Experience of handling telephone and written enquiries from supporters/customers
	Evidence of ability to research and simplify lengthy or complex documents for popular consumption
Skills	Ability to use word/spreadsheet packages and databases
	Ability to work in a methodical manner with attention to detail.
	Experience of delivering to multiple deadlines
	Ability to input data accurately and efficiently.
Communication	Excellent written, listening and verbal communication skills that engender confidence from supporters and people across the organisation
	Ability to assimilate information quickly and communicate it accurately.
	Excellent telephone manner. Ability to handle enquiries and complaints appropriately and sensitively.
	Strong interpersonal and communication skills with an ability to consistently work with a diverse range of individuals with tact and diplomacy - resilience when faced with demanding situations
	Experience of engaging with customers / supporters through social media channels and an understanding of the differences and sensitivities regarding use of these channels, including the ability to communicate with individuals who limited command of English or come from different cultural backgrounds
	Ability to communicate complex information to confused and distressed people.
Knowledge	Understanding of key financial processes including direct debits and gift aid.
	Understanding of the data protection Act.
	Knowledge and understanding of the importance of supporter care
General	Flexibility and ability to move between tasks.
Amnesty's aims and objectives	Understanding of and commitment to the aims and objectives of Amnesty International
Equal Opportunities	Understanding of and commitment to Equal Opportunities
DESIRABLE CRITERIA	
Experience	Experience of working in a team to achieve shared objectives.
	Experience of research in international affairs, human rights, or a related field