

Supporter Communications Officer

Team

Supporter Communications

Reports to

Senior Supporter Communications Officer

Grade

3

Weekly hours

25 (Flexibility Considered)



Amnesty International UK (AIUK)

Our aim is simple: an end to human rights abuses. Independent, international, and influential, we campaign for justice, fairness, freedom and truth wherever they are denied. Already our network of over seven million people is making a difference in almost every country in the world. Whether we are applying pressure through powerful research or direct lobbying, mass demonstrations or online campaigning, we are all inspired by hope for a better world. One where human rights are enjoyed by all.

Supporter Communications Team

The Supporter Communications Team is at the frontline of Amnesty International UK's interaction with the public, our members and supporters dealing with a wide range of incoming communications from Social Media to mail and covering everything from changing direct debits to explaining Amnesty's policies.

Supporter Communications Officer

The role of the Supporter Communications Officer is to deal with incoming communications about Amnesty International UK's work as well as log and respond to enquiries and feedback. Also, to deliver excellent supporter services to Amnesty's financial and activist supporters, by ensuring that high 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 in compliance with GDPR.

The Supporter Communications Officer will

The day to day

- Correspond with Amnesty supporters, activists or the general public, via telephone, e-mail, post and social media. This will include:
 - Drafting tactful responses to complaints, including explaining and defending AI policies
 - Drafting detailed, diplomatic responses to questions and criticisms of Amnesty's campaigns and policies, using information from approved sources
 - Respond to potentially distressed or vulnerable people seeking help and advice sensitively, guiding them about whether their case falls within Amnesty's remit or signposting somewhere more suitable
 - Recording information or amending records on the AIUK database
 - Process income received at AIUK, including cheques, card payments, charity vouchers, cash, direct debits, standing orders, payroll giving, legacy income and foreign payments on the AIUK database and issuing relevant responses.
 - To work with the Supporter Communications Manager to ensure Gift Aid is processed accurately and procedures for auditing are followed

Other

- 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
 - Flagging up issues with the appropriate colleague where Amnesty's response is needed but lacking and assist in preparing that response
 - To edit and send out mass e-communications on behalf of the Community Organising team, and messages relating to Governance
- To manage the ordering and fulfilment of resources for members or groups using a third-party fulfilment agency 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

- 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
- Adhere to the AIUK Data Protection Policy, Fundraising Regulations and relevant legal charity guidelines at all times, along with internal AIUK policies such as Online Community Rules

All colleagues

- Contribute positively to the organisations aims of diversity and inclusion
- Look after the health, safety and welfare of self and all around you
- Take on other reasonable duties as appropriate in line with your skills, knowledge abilities and experience

What We're Looking For

AIUK

Commitments

Communication

Listen to others and communicate in a respectful, clear, open and inclusive way. Give constructive feedback and be open to others giving feedback

Collaboration

Seek to build effective working relationships. Contribute expertise, learn from others and encourage others to do the same

Consideration

Guided by values and strategic priorities, manage time and workload with respect to the time and workload of others. Be fair and consistent in decision making and dealings with others

Change

Innovate and improve the way things are done. Make time to increase knowledge and skills and guide others to do the same

You already have these skills and knowledge

Experience

Working in a customer or supporter service environment encountering a diverse range of interactions

Experience of handling telephone, social media and written enquiries from supporters/customers

Researching and simplifying lengthy or complex documents for popular consumption

Skills

Excellent written, listening and verbal communication skills to inspire supporters about human rights

Can assimilate information quickly and communicate it accurately

Can sensitively respond to enquiries and complaints appropriately

Ability to consistently work with a diverse range of individuals with tact and diplomacy - resilience when faced with demanding situations

Can use word/spreadsheet packages and databases

Work in a methodical manner with attention to detail

Experience of delivering to Service Level Agreement time frames

General Flexibility and ability to move between tasks

Knowledge

Understanding of key financial processes including direct debits and gift aid

Understanding of GDPR

Knowledge and understanding of the importance of supporter care

Strong understanding of the differences and sensitivities of different social channels, and communication with individuals with limited English or different cultural backgrounds

You may also have

Experience

Working in a team to achieve shared objectives.

Research in international affairs, human rights, or a related field

Knowledge

Awareness of the aims and work of Amnesty International

Understanding of and commitment to Equal Opportunities