

SUPPORT CENTRE ADVISOR

SALARY

£19,627 – £21,447

DIRECTORATE

Donor Care

HOURS

Full Time/Part Time/Zero Hours

CONTRACT TYPE

Permanent

DEADLINE

We reserve right to close recruitment asap

LOCATION

Wakefield, West Yorkshire

ABOUT US

Penny Appeal was set up in 2009 to provide poverty relief across Asia, the Middle East and Africa by offering water solutions, organising mass feedings, supporting orphan care, and providing emergency aid. We've come a long way since then and have grown tremendously in the past 12 years!

We've transformed lives and empowered communities, helping to break the poverty cycle and build brighter futures. Over the past few years, our work has expanded, and our teams have grown considerably, allowing us to launch new campaigns and work in even more crisis-hit countries. As well as strengthening communities in over 30 countries around the world, we also make it a priority to support vulnerable people here in the UK, too.

Each of our projects are carefully designed to be accessible and effective. They are a wonderful blend of emergency support, short-term relief, and longer-term sustainable solutions. Our way of approaching relief means that we can save lives immediately, improve situations in the coming days and transform communities for years to come.

At Penny Appeal, people are at the heart of everything we do. Every one of our projects are tailor-made to meet the needs of those we support and benefit as many people in need as possible, in ways that cost our generous donors just a little bit of loose change each day.

Vision

Transform small change into big difference for those who need us most.

Mission

Inspired by the universal values of the Islamic faith, Penny Appeal's mission is to serve all those in need at home and abroad.

Strategic Aims *Within 5 years*

1. Best in class Muslim Charity
2. Sunday Times top 100 businesses to work for
3. Most recognisable Muslim charity in the world
4. Raise over £100 million per annum for good

Key Facts

We are a British Muslim led charity.

Our HQ is in Wakefield, West Yorkshire. We have approximately 100 staff based in the UK, with many more across the world.

Please read our latest Annual Report [here](#).

ABOUT YOU

For us, it's not just what we do, it's how we do it. Our values are important to us and we're looking for people who will live and breathe them.

THE ROLE

We have big ambitions and are looking for Support Centre Advisors to help us achieve them. We are seeking individuals to be proactive, donor focused, and display exceptional performance and donor care skills. Someone who isn't afraid of hard work, who shares our values and who wants to be part of something extraordinary.

You will assist our Support Centre in delivering excellent service to our donors with our inbound and outbound calling campaigns and support with any administrative duties with the aim being to maintain their interest and uplift their support. This role will develop and deliver Penny Appeal's strategic plan aimed at maximising income from our donors in line with our five-year strategy map.

Such funds help us extend the great work that we do: from providing lifesaving medical interventions in Syria, to feeding Rohingya refugees in Bangladesh, to supporting homelessness in the UK.

We also need someone who will work as part of a team to the next level, ensuring we all pull together in the same direction, offer one another support and comradery, so ultimately the charity can have an even greater impact on the world.

Key areas:

- To provide 'World class' quality service to all our donors.
- Handling customer enquiries and complaints by telephone to the agreed service level agreements.
- Ensuring all data held on our systems is up to date and accurate.
- Making outbound calls to support our outbound calling campaign and accurately record data.
- General administration support duties.
- Working with other departments to deliver an effective and efficient response to enquiries and complaints.
- To undertake other relevant activities as directed by the Head of the Support Centre or Team Leaders, subject to the needs of the organization.
- To support our Events Team with their national tour events by attending and processing donor payments.
- To provide accurate, up-to-date information to donors.
- To provide a helpful, professional, and flexible service to internal or external donors.
- To act in accordance with organisation values and positively represent Penny Appeal in all aspects of your work.
- To operate in accordance with the organisation's policies and procedures.
- To act in a safe manner which safeguards the health and safety of yourself and others.
- To ensure equality and diversity are taken into consideration and adhered to in all aspects of your work.
- To participate in all training workshops and take responsibility for your own learning and development.
- To work closely as a team, ensuring cover is provided to meet the business needs, and undertake any other duties required by your line manager appropriate to your position within the organisation.

KEY REQUIREMENTS

ESSENTIAL

- Minimum of 5 GCSE's A to grade, including English and Maths
- Proven experience of providing a high standard of customer care skills
- High level of computer literacy and customer service skills.
- Able to multi-task and prioritise workload
- Attention to detail
- Team player and positive attitude when working with others
- Adaptable and flexible in working style
- Problem solver
- Welcomes diversity

DESIRABLE

- Administrative qualification
- Knowledge of Islamic financial matters (Zakat, Wakf, Qurbani etc.)

ADDITIONAL INFORMATION

Safeguarding

We are an organisation that takes safeguarding very seriously. All staff will be expected to adhere to our policies, processes, and approach.

Applying

Please send a statement (of no more than 2 sides of A4, font size 11) clearly outlining how you match our requirements, as well as a two-page CV outlining your professional, volunteering experience, education/qualifications and any other relevant information to jobs@pennyappeal.org. Please state the job title in the email title.

Deadline

We are running a rolling a recruitment, so reserve the right to close the post at any point. Please don't delay in getting your application in to us!