

The
Donkey
Sanctuary



Donor Response Manager

The Donkey Sanctuary

Sidmouth

Devon

EX10 0NU

(01395) 578222

Application Information

The Donkey Sanctuary is a UK based charity working worldwide to improve conditions for donkeys and mules.

Mission Statement

Protecting donkeys and mules and promoting their welfare worldwide.

Strategic Objectives

- To provide best care to donkeys and mules according to need;
- To provide sanctuary from suffering;
- To advance knowledge, raise awareness, increase respect and promote humane behaviour towards the donkey and its needs;
- To be a centre of excellence for donkey health and welfare;
- To promote the practical, educational and emotional benefits of the donkey to society;
- To raise funds and use them, effectively and responsibly, to fulfil our mission;
- To be a responsible and caring organisation.

Guidance for Applicants

Applications

We are committed to recruiting the best people to fill our vacancies in a fair and equitable way. An application form helps us to compare individuals on a like for like basis and for that reason we do not accept a CV and will not be able to process applications that are not completed fully.

The Donkey Sanctuary is an equal opportunities employer and all appointments are made on merit. Short listing is carried out by assessing the information you provide against the requirements of the role as detailed in the Job Description.

All applications will be kept on file, confidentially within the Human Resources Department for a period of 12 months.

If you are not successful in your application, please do not be discouraged from re-applying; your skills and experiences may be what we need for our next vacancy. In addition we have a wide range of volunteering opportunities across England and the Republic of Ireland.

Employment of Ex-Offenders

Appointment to this post is not subject to a CRB Disclosure however all unspent convictions are requested to be listed on the application form. Please note that unspent convictions apply to any conviction within the last 5 years.

Qualifications/Examination Certificates

Candidates called for interview should bring originals of all certificates to interview.

Right to Work Documentation

Candidates called for interview should bring with them evidence of their right to work within the UK. Documentation that will need to be seen is either:

- a valid UK passport; or
- a P60 and a full birth certificate; or
- If your passport is not from the United Kingdom, but from within the EEA there should be a Residence Permit/Certificate of Entitlement/Registration Card or a stamp;
- If your passport comes from outside the EEA you will have to gain possession of a Visa and a Certificate of Sponsorship, the latter having been issued by the HR Dept.

Please note that we will need to see original documents at interview. The successful applicant will then be asked to bring the original documents with them on their first day of work in order for a copy to be taken and kept confidentially within Human Resources Department. Please note that we are unable to offer make an offer of employment unless proof of right to work has been seen.

General Advice to all Applicants

If you are appointed to the post and you are in receipt of benefit such as Housing and/or Council Tax benefit, Tax Credits or any benefit from the Department of Work and Pensions, it is your responsibility to inform all of the organisations involved that your circumstances have changed.

Informal Enquiries

Before submitting an application you may wish to discuss the post further by contacting the Human Resources Department on 01395 573089 or email applications@thedonkeysanctuary.com

Returning Your Application

You can return your application by post, however if time does not permit, please do fax your application to 01395 573062 or alternatively email your application to applications@thedonkeysanctuary.com Please note that we do not accept any late applications.

Closing Date: All applications need to be received by 12.30pm on
Tuesday 21st September 2010

Employment Package

Probationary Period

Your probationary period will be 3 months. During this period, should either you or the Charity wish to terminate your employment, your notice period shall be 1 month. After 3 months of employment the notice period is 3 months.

Holiday

28 days holiday per year, inclusive of the 8 statutory public holidays. This increases after 12 months of employment by one day each holiday year, until a maximum of 33 days (pro rata) is reached.

Sick Pay

No sick pay is paid during the first 12 months of employment. If an employee is sick during this period they will be asked to take time off as either holiday or unpaid leave.

Pension Scheme

After 3 months probationary period, an employee has the opportunity discuss their pension requirements with the company advisor if they wish. Determined by the salary grade of this role there will be an employer's contribution of 10% with a minimum employee contribution of 1%.

Death Benefit

After the successful completion of an employee's probationary period, they are covered under The Donkey Sanctuary Death Benefit Scheme.

Performance Reviews

An employee will receive a probationary review after 3 months of employment. Performance reviews held twice a year with your manager and this is an opportunity to discuss performance, development and training needs with the Line Manager.

Job Description

Post Title:	Donor Response Manager
Department:	Fundraising
Grade:	E
Responsible to:	Head and Fundraising and Marketing

Overall Purpose

The purpose of this post is to ensure that supporter care remains the primary focus, whilst managing a busy team in processing and acknowledging all donated income for The Donkey Sanctuary, EST and for Donkey World Ltd

Main Duties and Responsibilities

- To manage relationships with supporters through team communication methods – letter, phone and email, ensuring an exemplary standard of customer care at all times;
- To manage the opening and sorting of daily post, including the appropriate management of incoming receipts of cash, cheques and postal orders in accordance with financial procedures;
- To manage the processing and response to donations and requests for merchandise via credit card payments by post, phone and through the internet;
- To manage the entry of data, donations, fundraising campaigns, appeals and orders for merchandise onto supporter records;
- To analyse and report on income;
- To alert the Head of Fundraising and Marketing to potential major donor and corporate supporter opportunities;
- To undertake donor and supporter development related research and strategic projects with the Head and Director of Fundraising and Marketing;
- To manage, motivate, train and develop the Donor Response team in line with the Charity's strategic aims and objectives;
- To manage the second line of response, to calls received from the central switchboard;
- To carry out any other reasonable duty as may be required.

Additional Duties

- Processing of Gift Aid;
- Ensuring Data Protection Policy is abided by;
- To check information on forms for data processing is in suitable format.

Responsibilities of all Donkey Sanctuary Employees

- To work within the Charities' guidelines with regard to conduct, recognising its policies with regard to equality, and showing respect and co-operation towards fellow colleagues;
- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions;

- Demonstrate a commitment to continuing personal development;
- To co-operate with management and colleagues to promote good communications through sharing appropriate information and building positive working relationships.

Direct Line Management Responsibility for: Donor Response Team.

Knowledge and Skills

Essential:

- Good working knowledge of IT programmes;
- Good working knowledge of financial processes and managing a budget;
- Substantial experience in supervisory management;
- Excellent communication and interpersonal skills;
- Excellent organisational and prioritising skills;
- Ability to manage change and demonstrate calm under challenge circumstances;
- Excellent attention to detail

Communication Links

Internal:

- Data Processors – daily guidance, advising and exchange of information;
- Head of Fundraising and Marketing – exchanging information on mailings;
- Despatch Manager – exchanging information on the sending of letters and merchandise;
- Finance Department – information relating to internet donations and Gift Aid;
- CRM team – Database (Alms) problems, letters and printing;
- Chief Executive/Dr Svendsen’s Admin – letters, post and Alms.

External:

- Supporters – dealing with enquiries, complaints and general communication relating to donations and the database records;

Hours

35 hours per week, however flexibility on occasions is required during busy periods (especially November/December) when there may be a necessity to work longer hours and some weekends to meet operational requirements.

Location

The base for this post is at our headquarters in Sidmouth, Devon.

Note: To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing.