

Applicant Information Pack

Fundraising & Supporter Care Assistant – SongBird Survival

Job Location:	Diss Business Hub, Hopper Way, Norfolk, IP22 4GT
Contract:	Part time permanent c. 20 hours per week. Working days: Tuesday, Wednesday, Thursday and Friday
Salary:	c. £25,350 pro rata
Reporting to:	Operations & Finance Manager
Key Internal Relationships:	CEO, Trusts & Foundations Manager, Communications Manager, Partner team member.
Key External Relationships:	Members and supporters of SBS



About SongBird Survival

SongBird Survival is charity that is dedicated to protecting and conserving the UK's wild songbird populations. Founded in 2000, the charity has been working tirelessly to raise awareness about the decline of songbird populations and to promote solutions that can help to reverse this trend.

At the heart of our work is a deep passion for the natural world and a commitment to protecting it for future generations. The charity understands that birds are not just beautiful creatures to admire but are also essential to the health of our environment and a critical part of the ecosystem.

One of the key ways that SongBird Survival achieves its goals is through scientific research. By investigating the causes of declines in bird populations and developing evidence-based solutions, the charity is able to make a real difference on the ground.

In addition to the research, we also run a range of educational campaigns engage and inspire people of all ages raising awareness about the importance of biodiversity and environmental stewardship.

About this role

The Fundraising & Supporter Care Assistant will join our team to support our fundraising activity across the UK. The role is working with a partner team member to deliver excellent stewardship and support to our members and donors across the full working week. The role is office-based in Diss and reports to the Operations & Finance Manager.

There will be a mix of working independently in the office on some days and also alongside your partner team member and line manager. Therefore, the role requires someone to work both autonomously and also to build strong relationships with the wider team, several of whom work remotely around the UK.

PO Box 311, Diss, Norfolk, IP22 1WW

T: 01379 641715

E: dawn-chorus@songbird-survival.org.uk



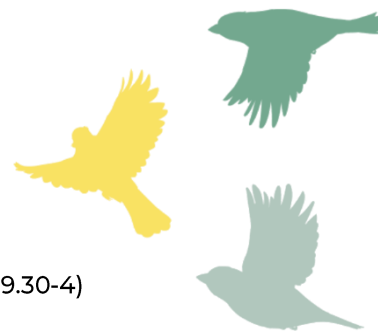
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and not having a share capital



Registered in England no. 4078747 Charity no. 1085281

Weekly working pattern

Day	Hours
Monday	Non-working day
Tuesday	12pm-4pm
Wednesday	12pm-4pm (this could be agreed as a different 4-hour block between 9.30-4)
Thursday	9.30am-4pm
Friday	9.30am-4pm



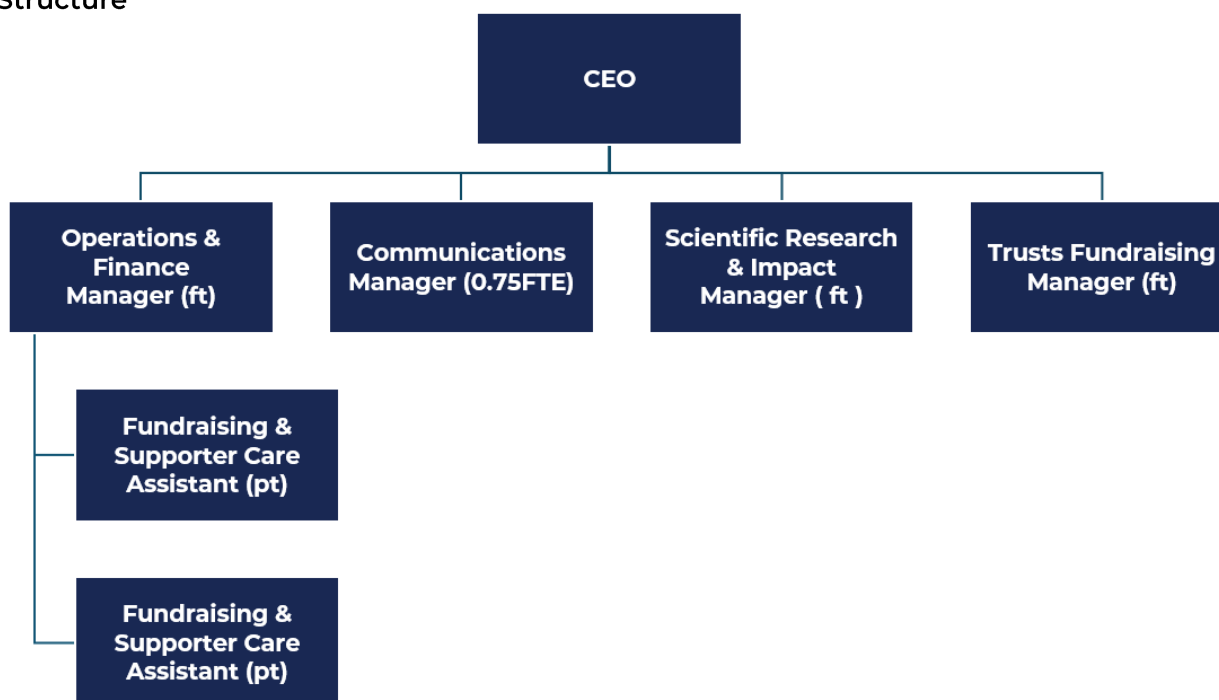
How we work

We are a small team with great enthusiasm and motivation to achieve great outcomes to benefit songbirds. The working environment is friendly and supportive, and we make sure you are given the tools and training to do your best in your role.

There are often times when you will be given the chance to get involved in developing new ideas or trying out new activities and we welcome everyone to get involved with suggesting how we can do a better job. You will take part in wider team meetings and occasional meetings away from the office.

We are committed to equal opportunities and also ensuring our work is carried out to minimise the impact on the environment.

Staff Structure



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Role Purpose

The role will:

- Provide a high level of service to all those contacting the charity by telephone, email and post
- Administer day to day supporter/member activity including banking, thanking and recording using Donorfy database
- Supporting the delivery of fundraising activity and campaigns including building relationships and proactively developing new initiatives

Key Responsibilities

Supporter Care & Stewardship

- Deliver excellent supporter care and agreed stewardship journeys to our members, donors, fundraisers and event participants through effective communication via inbound/outbound calls, letters and e-mail.
- Build and maintain relationships with new and existing supporters, actively and strategically building connections and partnerships.
- Manage and respond to a wide range of enquiries from members, supporters, volunteers, general public and third-party suppliers achieving organisational KPI's for service delivery.
- Thank donations via email, letter and telephone appropriately, ensuring that requests to gift aid those donations are included where appropriate and a clear financial audit trail is provided.

Supporter Administration

- Process online and offline donations and memberships ensuring our procedures are followed and information is correctly recorded.
- Ensure accurate banking and recording of all donations to SBS, including processing income from online fundraising platforms to ensure funds are attributed to the correct donors and mailing preferences applied to donor's records on our database.
- Utilise all functionalities of the Donorfy database to manage and accurately record supporter's details, promoting consistent and efficient use of the database



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- Set up new donors who request to donate each month via a direct debit and work with third party DD provider to action any amendments or cancellations.
- Liaise with the Finance and Operations Manager to deliver the monthly reconciliation process of RPI's.

Fundraising

- To record and send fundraising information, materials and support to DIY fundraising and challenge event participants raising money for us, including sending out their welcome packs and materials.
- To develop an in-depth knowledge and understanding of our fundraising activity and to maintain the processes behind registration and online giving platforms
- Help to actively promote participation in our fundraising activities to supporters including supporting digital and social media marketing activity.
- Maintain and monitor stocks of fundraising materials and merchandise.
- To manage in-house mailings for specific campaigns.

General

- Participate in regular 1:1s and annual reviews, contributing to the identification of objectives and targets, and monitoring of progress towards them
- Work with volunteers, arranging work for them and supporting them as needed.
- Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of time and skills in the team
- Deliver plans to deadlines agreed by CEO & Operations and Finance Manager
- Demonstrate a commitment to Equality, Diversity and Inclusivity in all aspects of working and relationships.
- Adhere to all regulatory and best practice requirements as defined by the Institute of Fundraising; Charity Commission and Information Commissioner's Office; Fundraising Regulator; Direct Marketing Association: HMRC any other appropriate regulator.
- Take a proactive approach to learning and personal development.



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Person Specification Qualifications & Experience

Knowledge & Experience	Essential	Desirable
Good level of education including GCSE English and Mathematics	Y	
Experience of communicating with a wide range of individuals and organisations and across a variety of channels or media	Y	
Experience of building successful supporter/customer relationships	Y	
Good IT skills including using word, excel, teams and outlook packages	Y	
Good verbal and written communication skills	Y	
Ability to work independently and as part of a team	Y	
Ability to prioritise work and to respond to supporters in a timely manner	Y	
An understanding of digital and social media channels	Y	
Experience of working in a charity or fundraising environment		Y
Experience of using a fundraising or other CRM database		Y
Basic understanding of fundraising regulations, data protection and best practice in capturing and recording data		Y
Skills and abilities		
Good IT skills, including using MS365 packages	Y	
Excellent verbal and written communication skills which you use to provide a positive experience for supporters	Y	
Confident and articulate, able to build relationships via telephone and face to face	Y	
Comfortable with outbound calls to our supporters to steward and develop fundraising opportunities.	Y	
Diplomatic and able to respond to a range of enquiries adapting the tone and style to meet the needs of the situation	Y	
Ability to work independently and as part of a team	Y	
Ability to prioritise work and to respond to supporters in a timely manner	Y	
An understanding of digital and social media channels	Y	
Personal attributes		
Commitment to and enthusiasm for wildlife and environmental issues	Y	
Confident and outgoing team player who enjoys working in a small team and works collaboratively and flexibly to achieve outcomes and is keen to add value to the organisation's culture and ethos	Y	
Flexibility to attend occasional meetings outside usual work pattern and occasional travel to additional locations.	Y	
Able to undertake some occasional work in the evenings and at weekends		Y

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**SONGBIRD
SURVIVAL**

Saving songbirds with science

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Application Details

Applicants are invited to email their CV with a covering letter, which explains how you meet the criteria in this job description and why you are a good fit for SongBird Survival to:

HR@songbird-survival.org.uk

Please entitle your email as follows:

Fundraising and Supporter Care Assistant +[name and surname)

Closing Date: Midday on 22nd August 2025

Interviews will be held on: 5th, 9th or 12th September 2025



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