



Job description: Supporter Care Manager with complementary role/s

Responsibilities

Your core responsibility will be supporter care, with one or more of three complementary roles based on your aptitude, interest and experience:

Supporter care

- Responding to supporter enquiries, e.g. by phone or email.
- Managing and updating FutureDharma's supporter database in connection with communication with supporters.
- Assisting Jai in the creation and distribution of inspiring project stories to supporters; such as newsletters, films, social media posts etc.

Systems and IT support

- Project managing the integration of our database, payments and email systems to minimise manual data entry tasks.
- Managing our supporter database, including:
 - Creating and editing supporter records, including developing mechanisms for identifying and correcting errors
 - Creating and running reports to support the work of the other team members.
- Configuring email marketing services (currently MailChimp) to run email campaigns and provide regular supports newsletters.
- Managing the FutureDharma website and online donation platforms.
- General IT support and troubleshooting for the Fundraising Team.
- Ensuring FutureDharma conforms to the latest data-protection guidelines

Bookkeeper

- Tracking and reconciling donations and expenditure.
- Making grant payments to Triratna projects internationally.
- Reimbursement of expenses.
- Claiming of Gift-Aid on donations.
- Administration of charity bank accounts.
- Administration of PAYE and pensions for FutureDharma team members.
- Preparing end of year accounts for the Charity Commission.
- Supporting Viryanaga in the preparation of budgets.

Coordinator:

- Arranging and coordinating regular team and Trustees meetings.
- Minuting Trustees meetings.
- Administering changes any to FutureDharma governance documents.
- Developing proposals related to incoming legislation or policy changes.
- Other general admin duties and 'networking' within Triratna.

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You may be asked to do other reasonable tasks, as required. Amalavajra and Nandavajra will supervise your workload on an ongoing basis.

Skills and Characteristics

Essential

- A good communicator, whether face to face, on the telephone or in writing
- Confident using MS Office and equivalent software
- Conscientious and reliable, with proven problem-solving abilities and an eye for detail
- Inspired and motivated by being part of the dynamic, forward-looking team
- A Mitra training for ordination or an Order Member
- Committed to Bhante's vision of sangha and Dharma practice

Preferred

- Willing to live at or near Adhithana
- Have experience with Salesforce, Paypal and Mailchimp
- Be familiar with recent data protection requirements, such as GDPR
- Experience in bookkeeping
- Well 'networked' in Triratna

Additional Essentials for Systems Manager Role

- Have experience and confidence working with databases or IT systems
- Be able to identify, troubleshoot and resolve general hardware and software issues