



FutureDharmaFund

Supporting Everyday Bodhisattvas

Job description: Support Care Officer (1 FTE)

In the last five years FutureDharma has grown to support over 45 international Triratna projects, including those of the India Dhamma Trust, and raised over £1,000,000. Our trustees represent Triratna's Three Strands and we take our strategic lead from the International Council.

FutureDharma is now seeking an inspired, engaged and motivated person to join our exciting and harmonious team as a full-time **Supporter Care Officer**.

This role is permanent and would suit an Order Member or committed Mitra, as the team aims to provide a rich context for spiritual development through the practice of right-livelihood, including support for ordination training.

Team Context

You'll work most closely with Simhasraddha (Supporter Care Manager), Satyadarshin (Systems Manager), Amalavajra (Fundraising Director), Maitrinara (Fundraiser), Liz (Communications and Digital Fundraising Manager), Sugarbha (Fundraiser) and Alex (Fundraiser). You'll also be part of a wider team including Nandavajra (Director), Danayutta (Finance Director), Moksacitta (Programmes Manager), and Lokabandhu (Bookkeeper).

Supporter Care Manager Responsibilities

- Processing of gift, legacy and loan pledges generated by the fundraisers
- Providing timely and ongoing follow-up on unfulfilled pledges and cancellations
- Responding to supporter enquiries, e.g. by phone or email.
- Administer FutureDharma's supporter database, including
 - Creating and updating supporter records based on communication
 - Carrying out monthly payment reconciliation against pledges
 - Production of 'pledge not paid' reports
 - Identifying areas of database improvement from a supporter-care perspective

- Producing reports from the database that assist communications and financial processes
- Providing support to fundraisers - e.g. providing correct payment information, pledge cards etc
- Developing support care processes further to improve the donor experience and improve the efficiency of the work.

You may be asked to do other reasonable tasks, as required.

Skills and Characteristics

Essential

- Confident and proficient in using MS Office, Excel, and Google equivalents, including online file storage platforms (e.g. Gdrive/Dropbox)
- Conscientious and reliable, with an eye for detail, especially in relation to managing databases
- Inspired and motivated by being part of the dynamic, forward-looking team
- A Mitra, a Mitra training for ordination or an Order Member
- Committed to Bhante's vision of sangha and Dharma practice

Preferred

- Some experience with Salesforce software
- An experienced administrator, used to working within complex systems and processes
- Confident with figures and in the production of reports
- Familiarity with recent data protection requirements, such as GDPR
- A good communicator, whether face to face, on the telephone or in writing
- Well 'networked' in Triratna
- An understanding of FutureDharma's vision, structure and activities to date

We will provide full training for the role, however if you have further professional skills you think might also be of use, please do let us know about these in your application.

Location

This is a remote working role with a significant online communication component. Under normal circumstances, in person meetings are usually held in London, or at Adhithana in Hereford, UK, every 4 to 6 weeks.

Financial Support

For a full time post, if you live in the UK you will receive the Real Living Wage of £9.90 for a 35 hour week (or £11.05 if you live in Greater London). If you live outside the UK then we will seek a fair equivalent. If you have additional financial needs due to dependents or long term health issues, then an additional supplement may be considered. In addition to the base salary, our support package also includes 40 days paid leave per year (including public holidays), a generous retreat allowance, home working expenses and pension contributions.

Application process

The closing date for applications is **18th March 2022** and we expect to interview for this post, by zoom, in the week beginning **28th March 2022**. Ideally the successful candidate will be able to commence the post by **25th April 2022**.

Please send applications to danayutta@futuresharma.org

Please feel free to contact Nandavajra (nandavajra@futuresharma.org) if you have any questions.