

RNRMC Job Description

Job title		Responsible to
Supporter Relations Assistant (Maternity Cover)		Head of Supporter Services and Operations
Department	Post Number	Date Reviewed
Fundraising	1087	23/01/25

About the Royal Navy & Royal Marines Charity

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with, other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

Values

In all your dealings, you will be expected to abide by the values of the charity and act as a role model both internally and externally. The values are:

Beneficiary focused	We will use the best evidence available to achieve maximum impact on the lives and morale of those who serve today, or who have ever served, and their families.
Integrity	We will act with honesty and transparency in all our activities.
Commitment	We will demonstrate the highest ambition and commitment for our cause
Inclusiveness	We will recognise and celebrate diversity in the sector
Teamwork	We will always behave in a way that strengthens the sector

Job Summary

Reporting to the Head of Supporter Services and Operations, the Supporter Relations Assistant (SRA) will deliver efficient and conscientious administrative support to the Fundraising team. The role will work as part of the supporter relations team and will act as the first point of contact for our donors and supporters, representing the charity in a warm professional manner. As part of this role, you will lead on the daily activities in supporting our donors such as the preparation of thank you letters, accurate data entry on our CRM System and assisting with the day-to-day running of the fundraising department, the role holder will communicate with supporters through a variety of methods.

The SRA will contribute to the team by helping with fundraising activities such as the preparation of donor reports, and accurate record-keeping. A key part of this position is to pro-actively engage and build lasting relationships with supporters from within the Naval Service and the external environment.

In addition, The SRA will work with the Regional Engagement Officers and HR regarding the recruitment, onboarding, stewardship and Offboarding of Fundraising and Events Volunteers.

You will have at least 1 years' experience of working in a comparable role and possess a real customer service ethic. You will be highly organised with the ability to effectively multitask a busy and varied workload. You will be a capable administrator with experience of MS365, databases, and work with a high level of accuracy.

The RNRMC operates a hybrid working framework involving the opportunity to work from home and in the RNRMC offices. There will be a small number of roles where employees will be required to work only from our offices, but typically the majority of employees will be able to work remotely on average 40% of their working week. All employees are welcome to use our office for their whole working week if that is their preference.

Responsibilities and Duties

Fundraising Support

- Provide comprehensive administrative support to the Fundraising team, ensuring smooth operations and adherence to organizational priorities and timelines.
- Uphold the highest levels of donor care by maintaining a strong focus on supporter loyalty, nurturing relationships with individual fundraisers, and ensuring their needs are met effectively.
- Collaborate with the Communications Officer to identify and share impactful case studies with supporters, demonstrating the tangible outcomes of their contributions.
- Manage and respond to all incoming enquiries and correspondence across various channels (phone, email, letter, and in-person) in a professional and timely manner, ensuring no query is left unresolved.
- Act as the champion of the thank-you process, administering donations and producing tailored, accurate, and heartfelt thank-you letters efficiently.
- Partner with the Database team to ensure all donors are thanked appropriately, taking responsibility for generating acknowledgments for donations under £1,000.
- Oversee and track all collection tins and buckets, ensuring they are distributed, monitored, and returned efficiently while complying with Fundraising Regulator guidelines.
- Work closely with the Development Manager (Individual Giving) to support the success of fundraising campaigns, including prompt and personalized acknowledgment of supporters.

Volunteer Support

- Assist Regional Engagement Officers in the recruitment and processing of volunteer applications in accordance with procedure, ensuring a smooth onboarding experience.
- Partner with Regional Engagement Officers to induct, train, and manage volunteers across all regions, fostering engagement and commitment.
- Contribute to the development and implementation of a robust volunteer stewardship plan, ensuring effective communication and retention of fundraising volunteers.
- Oversee the annual re-engagement / re-affirmation programme for Fundraising & Events Volunteers, liaising with the Database Lead and HR as required.
- Oversee the Offboarding of Fundraising & Events Volunteers, ensuring compliance with processes including GDPR.
- Support the Regional Engagement Officers with volunteer-related administrative tasks, maintaining up-to-date and accurate records.

Database Management

- Create, update, and maintain accurate records within the CRM database (Raisers Edge), ensuring data integrity and accessibility.
- Provide administrative support to the Database Lead, including data entry, record maintenance, and routine database tasks.
- Accurately process and manage Navy Payroll Giving data for seamless integration into Raisers Edge.

Other

- Act as a champion, displaying model conduct, behaviours and professionalism in accordance with our Aims, Values and Culture.
- Be a brand ambassador for the Royal Navy and Royal Marines Charity and be able to 'sell' and support the charity to external audiences.
- Rigorously follow organisational Safeguarding, Risk Management and Health and Safety policy and procedures.
- Support the RNRMC in seeking ways to continuously improve.

Team

- Adopt an 'in it together' team attitude, taking personal responsibility for fostering good working relationships amongst colleagues within the department and across the charity.
- Support the department in inducting new staff members and in developing colleagues.
- Support the department in seeking ways to continuously improve.

Self-Development

- Take responsibility for your own professional development, seeking advice from others for career-based matters.
- Fully participate in the annual Professional Development Review process and one to ones as required.
- Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, RNRMC Policies and procedures or other training programmes as directed.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. You will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Charity.

RNRMC may amend an employee's duties and responsibilities from time to time and may require you to undertake other duties and responsibilities as are necessary to meet the needs of the Charity.

Person Specification Evaluation Key: APP = Application AR = Application Review SA = Skills Assessment IV = Interview			
Education & Professional Qualifications	How Evaluated	Essential	Desirable
Minimum of 5 GCSEs including Maths and English	APP		√
Experience			
Previous experience in a comparable role	APP	√	
Experience of working with CRM databases including Raiser's Edge	APP	√	
Knowledge			
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel	APP	√	
Knowledge of the charity of military sector	APP	√	
Skills and Aptitudes			
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	APP/AR/IV	√	
Self-motivated with ability to use initiative and make decisions within own area of responsibility	AR/IV	√	
Effective team player who is able to make a positive contribution to the team and the wider charity.	AR/IV	√	
Demonstrates effective organisational and administration skills	IV	√	
Ability to prioritise, manage a busy workload and multitask whilst managing to meet deadlines	IV	√	
Ability to work collaboratively with others and effectively as a team	AR/IV	√	
Demonstrates patience and the ability to remain calm even in a challenging situation	IV	√	
Demonstrates good interpersonal skills and the ability to communicate in a professional manner	APP/AR/IV	√	
Possesses tact and discretion	IV	√	
Demonstrates the ability to work with high levels of confidentiality	IV	√	
Is flexible and adaptable to the demands of the role	AR/IV	√	
Works in a methodical and systematic manner	IV	√	
Ability to work on own initiative and with minimum supervision	IV	√	
Demonstrates high levels of accuracy and attention to detail	APP/AR/IV	√	
Possess the right to work in the UK	APP	√	

Outline of Main Terms, Conditions & Benefits

Job Title	Supporter Services Assistant (Maternity Cover)
Post Number	1087
Employee Name	Vacancy
Issue Date	23/12/2024
Contract Start Date	From 17/02/2025
Contract End Date	16/02/2026
A fixed term contract of up to one year to cover a period of maternity leave. The RNRMC cannot confirm at this point in time exactly how long the requirement will last, but it is unlikely to be more than one calendar year.	
Location	Building 37, HMS EXCELLENT, Whale Island, Portsmouth, PO2 8ER

Contract Details								
Appointment Type	Fixed Term - Part Time							
Holiday Rule	Rule 3 (Days)							
Probationary Period								
For fixed term contracts of 12 months or less, 3 months. A probationary period review will be held at 2 months.								
2 Months	2 months from start date							
End of Probation	3 months from start date							
Notice								
Either party may terminate the appointment before the termination date of 17/02/2024 by giving the other not less than one month's notice in writing.								
RNRMC cannot guarantee any minimum or maximum period of employment and it is a condition of the contract of employment that employees engaged on maternity cover, understand and agree that when the absent employee returns to work the fixed term contract of employment will end by the giving of the requisite notice.								
Remuneration								
FTE Salary	£27,345							
Pro-rata Salary	£25,000							
Hourly Rate	£15.0247							
Pay Method								
Salary will be paid in 12 equal monthly instalments by BACS transfer into the nominated bank or building society account on or around the day before the last working day of the month.								
Hours of Work								
Weeks Worked During the Fixed Term Period								
Months in the fixed period	12 months							
The individual may be required to work up to a maximum of 12 months during the Fixed Term Periods								
FTE	0.9143							
Weekly Work Pattern								
30 hrs per week to be worked as per the pattern below								
	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
Start Time	0900	0900	0900	0900	0900			
AM Break								
Lunch	0030	0030	0030	0030	0030			
PM Break								
Finish	1600	1600	1600	1600	1430			
Total hrs	6.5	6.5	6.5	6.5	6			32

Overtime

A certain degree of flexibility of hours is required for cover and to meet the operational requirements of the department. Due to the nature of your position with the RNRMC you may be asked to work any additional hours that are reasonably required to fulfil the responsibilities of your job without additional remuneration.

Working Time

It is anticipated that the employee's average weekly hours of work, excluding meal and rest breaks, will not exceed 48 hours over an average 17-week reference period

Holiday Entitlement per Annum

The full-time equivalent holiday entitlement per annum is 30 days plus 8 Bank/Public Holidays equivalent to 266 hours per annum and 7.6 working weeks per annum.

For part-time employees, pro-rata holiday is calculated by multiplying your weekly contracted hours by 7.6 weeks. Holiday entitlement for part-time employees will normally be expressed in hours.

The RNRMC traditionally closes the offices between Christmas and New Year and up to 4 days of your annual entitlement will be reserved / automatically assigned by RNRMC each year to cover this period of closure where your fixed term contract extends over this period.

Other**Absence**

If you are absent from work, you are entitled to Statutory Sick Pay (SSP) provided the relevant requirements are satisfied

Pension Scheme

In accordance with the Pensions Regulations 2013, eligible job holders will be automatically enrolled into the Occupational Pension Scheme with Standard Life

Medical

The post holder will be required to complete a medical declaration at the start of employment and, should the RNRMC require it, undergo a medical examination during their probation period by an Occupational Health Practitioner at the RNRMC's expense

Other Employment

The individual is not permitted to undertake any work outside of the RNRMC without prior consent from the RNRMC; all requests should be submitted to HR in the first instance who will seek the relevant approvals from the CEO.

Discretionary Non-contractual Benefits

Free on-site parking

Hybrid working - 60% in office and 40% home working

BHN Salary Extras & Cycle to Work Scheme

Free Access to HMS Excellent Fitness Centre

Employee Assistance Programme through BUPA

Standard Life Non-contributory Pension Scheme (7% contribution after 3 months qualifying period)