

Supporter Care and Shop Officer



Post details

Job title:	Supporter Care and Shop Officer
Reports to:	Fundraising Manager
Working hours:	21 hours per week (0.6 FTE). As a flexible employer, Free Tibet is keen to discuss how these hours are worked.
Starting salary:	£13,800 (0.6 FTE). £23,000 pro-rata.

Free Tibet is committed to keeping staff safe during the period of uncertainty caused by the COVID-19 pandemic, and has shifted to a primarily home-based working pattern for most staff. This role currently requires the post holder to come to the Brixton office an average of twice per week.

Post summary

A newly instituted role in Free Tibet, this position brings together two key functions; management of the Free Tibet online shop, and being first point of contact for incoming communications from supporters and customers.

The shop

The Free Tibet online shop constitutes a key income stream for the organisation, as well as serving an important role in promoting both the organisation's brand, and Tibetan culture. The shop is managed entirely in-house and the successful applicant will have responsibility for it on a day to day basis. They will lead on sourcing new products, tracking performance, marketing, and seeking ways to grow income. **This would be a great post for someone with experience in online retail, with a flair for creativity and new ideas for products and how to promote them.**

Supporter care

As a small but significant NGO, Free Tibet receives a large amount of incoming communication via post, email and telephone. The post-holder will act at the 'front door' for the organisation, answering queries from supporters, customers and other stakeholders, or passing them on to relevant colleagues.

Free Tibet

Our vision is a free Tibet in which Tibetans are able to determine their own future and the human rights of all are respected. Free Tibet campaigns for an end to China's occupation of Tibet and for international recognition of Tibetans' right to freedom. We mobilise active support for the Tibetan cause, champion human rights and challenge those whose actions help sustain the occupation.

The Supporter Care and Shop Officer will be part of a small, closely knit team which operates on a flexible basis. We offer 25 days pro rata annual leave in addition to public holidays and time off over Christmas. Additional benefits include a flexi-time policy, pension scheme and interest free season ticket loans.

Job description

Key responsibilities

- Management of the Free Tibet online shop. This includes:
 - Overseeing fulfilment of orders
 - Liaising with suppliers and ordering stock
 - Working with key colleagues on promotional marketing
 - Supervising volunteers
 - Tracking sales and profit, and using this information to improve shop performance.
- Acting as the main point of contact for the organisation and ensuring a high standard of supporter care. This includes:
 - Answering incoming phone calls
 - Management of the organisational inbox
 - Ensuring that incoming post is dealt with effectively
- Assisting colleagues in Fundraising with the upkeep of supporter records on the database (CRM).

General responsibilities

- Participating in weekly team meetings;
- Participating in monthly finance/fundraising meetings;
- Assisting the Fundraising Manager with budgeting;
- Any other tasks required to assist colleagues in the fundraising team or to ensure the smooth running of the organisation.

Person specification

Essential:

- Experience delivering excellent customer service or supporter care;
- Ability to track and understand stock levels, and sales and profit figures, using this knowledge to improve the shop.
- Ability to liaise with external suppliers and purchasing stock;
- Ability to work on public-facing promotional marketing;
- Experience using Microsoft Office;
- A keen attention to detail;
- Ability to take initiative, work with limited supervision and as part of a small team;
- Commitment to Free Tibet's mission.

Desirable:

- Experience using Shopify or similar online retail management tool;
- Experience of volunteer management or other line-management;
- Experience using a supporter database (CRM);
- Interest in Tibet and/or human rights;
- Experience of budgeting.

Application process

Please return your completed application by email to host@freetibet.org

The deadline for applications is 10 am, Monday 9th November. Interviews Thursday 19th November.