



Introduction

STEP is a small charity passionate about meeting the needs of vulnerable children in Northern Iraq. We were founded by a mixture of international and local staff working with vulnerable children to enable them flourish as children and give them opportunities for the future. We have expanded to meet the needs of the huge numbers of families and children that have been displaced to the area and experienced loss and trauma. We are also working to support the government in providing Foster Care for the first time into the region which is a key step in Child protection. Now we are facing the challenge of meeting the needs while Iraq is out of the headlines and big donors are moving elsewhere. This is a vital role to be a bridge between our supporters and our work in order to help us develop and broaden our supporter base. We do not have a physical office at the moment and therefore the role is flexible in location, but the ability to have meetings in the South and South West is essential. It would be helpful to be based near Bath, Bristol or Southampton / Portsmouth. We are looking for someone with commitment and good administration skills – able to reflect the values of the organization including compassion and the belief that each child is important.

Hours 16 per week

Salary - £17,000 - 21,000 pa full time equivalent

To apply please send in covering letter outlining your experience in the essential skills criteria and CV to megan@step-iraq.org. If you wish to discuss the role further before application please do not hesitate to be in touch via email.

Closing date: Friday 17th May.

Job Description

Job Title	Donor Support Officer
Duty Station	UK Based
Reports to	Chair of Trustees

Role Purpose:

The Support Officer is a key role for STEP as the link between the work and our supporters and funders – without whom we would be unable to continue. They will implement a communications strategy to promote our work and thank our supporters through traditional, digital and other core channels. They will lead on building relationships with all stakeholders and ensure all external facing content is engaging and relevant with the right tone of voice for the organisation. They will manage relationships with supporters to ensure they receive good communication and appreciation for their

support for the work. They will help us develop our key messages and facilitate promoting these messages both internally and externally. They will be precise with the donor support administration and record keeping. They will also be an organisational ambassador able to represent the charity's aims and ideas. They will ensure that they assist with the charity's fundraising targets through the management of compelling case studies and photography from the project to promote the charity and the work it does. They will liaise closely with the Board of Trustees in the UK.

Duties and Responsibilities:

1. SUPPORTER CARE / ADMINISTRATION

Goal: ensure that the support given to STEP is appropriately managed, accounted for and thanked

- To manage the administration, banking and record keeping of the donations coming into the charity according to charity commission recommendations and data protection requirements.
- To thank supporters for their donations and communicate the impact that they have (as per above).
- To ensure that an appropriate database and gift aid record is maintained for supporters.

Goal: create supportive relationships with UK funders and attract new funds

- Update and refine the Case for Support
- Review and update list of potential funders

2. COMMUNICATIONS

Goal: Increase the number of supporter relationships and knowledge about the work of STEP, deepen existing relationships and increase volunteer activity

Education / Marketing

- Help in the development of a simple communications strategy and material for STEP to include
 - Digital and social media (website, facebook etc)
 - Personal appearances by international staff / volunteers / local staff/ and UK based staff and trustees to share about STEP's work
 - Awareness / advertising material, e.g. information articles

Communications

- Create / refine supporters database for STEP
- Implement and where needed create process for producing periodic communications for existing supporters (paper and digital) [manage ad hoc contacts from UK enquirers received via post / email]
- Create relationships with other institutions to widen the reach of STEP's work.
- Work collaboratively with the wider team at STEP to help generate the creative content and stories to deliver the communications plan.
- To keep abreast of any changes within the sector and/or communicate "newsworthy" content internally and externally.

Digital

- Working alongside the digital team in Iraq to efficiently utilize social media platforms. Ensuring that content is relevant, up-to-date and engaging.
- Ensure that the website is up-to-date and relevant coordinating with volunteers and other teams to widen the impact of our online presence.

Volunteers

- Develop volunteer framework – finding/matching people with opportunities, delegating appropriate tasks and supporting and communicating with volunteers.

Key attributes

Essential

- Well organised and with a good attention to detail – ‘ a completer finisher’
- Excellent administration skills
- Good written and verbal communication skills
- Ability to be flexible
- Self starter

Desirable

- Previous experience in the charity sector / fundraising / communications is helpful
- Finance or accounting experience helpful.