



Supporter Care vacancy – Open Arms Malawi

**Salary – Up to £21,450 p.a. pro-rated
depending on experience**

Hours – 18 hours per week

Location – Harrogate



Open Arms Malawi is looking for a Supporter Care Officer to join our team. This exciting role will be the first point of contact for many new and existing supporters, helping us to build and develop important funding relationships. You will need to be a motivated and confident communicator with great administration skills to support our staff, volunteers, fundraisers and donors.

We are a small team and our supporters are central to everything we do. Many supporters have seen, visited and taken part in our work in Malawi and play an active role in the charity. As a key part of our office, you will join a fantastic team of staff, trustees and volunteers that support vulnerable children in Malawi.

A bit about the role

In this role, you will be responsible for receiving, processing, logging and acknowledging donations and support to deliver our fundraising plan. This is a new and exciting opportunity to help us build on our processes to grow our income to support and sustain the vital work we fund in Malawi. As a new role, it will suit a self-motivated, hands on individual who is well organised and has excellent attention to detail.

You can expect to be;

- Recording and acknowledging donations, eshop orders and ticket sales
- Processing financial information for reporting
- Answering queries and correspondence from supporters and other stakeholders



- Maintenance of our supporter database through regular housekeeping tasks such as data updates
- Supporting our fundraising team with reporting, administration and regular communications
- Coordinating UK volunteers in their support for the office
- Contributing to specific communication and fundraising campaigns to drive donations and engagement

We're looking for someone with;

- Experience of administration and database management
- Excellent communication and presentation skills
- The passion to work well as a team and coordinate work of volunteers
- Confidence in sending regular communications and reports to stakeholders
- Excellent attention to detail and organisation skills
- Ability to contribute and make recommendations in support of the wider team
- Willing to take the initiative, become a key point of contact and contribute to new and existing projects.

What can we offer you?

You will become part of a great team, develop new skills, expand your knowledge and make a significant contribution to improving the lives some of the most vulnerable children in the world. You will meet new people, make new friends and be a central part of our small office team.

Time and place

We are looking for a minimum of 18 hours a week, time and days can be agreed subject to core hours being covered. The role is based in Harrogate.

There will be a requirement to work out of office hours occasionally to support events and meetings.



Applications

Please apply to Claire Collins (claire@openarmsmalawi.org) in writing by 28th June 2019

A bit more about us

We believe that every child has the right to life, survival and development. We build brighter futures for vulnerable children in Malawi by funding the work of Open Arms Infant Homes. Our work allows children to have the chance to grow up with the love of a family and the security of a home.

Today, 1,890 babies will be born in Malawi. 320 will become orphans, half because of HIV/AIDS. 87 will die before their first birthday from malnutrition or illness. Staying with the wider family is the best solution but formula milk alone costs £20 a month, and most Malawian families survive on less than £1 a day. So for many, keeping an orphaned baby alive is simply unaffordable.

We're the only organisation in southern Malawi able to feed, house and provide medical care for orphaned babies until we can support their return to their families. Once back at home, we monitor children through our Outreach programme within their community. And where this is not possible we create family homes to avoid institutional care.

Infant care is at the heart of what we do and we're proud to partner with village communities to provide preschool education and support through our nine nursery schools.