

## **Supporter Care vacancy – Open Arms Malawi**

**Salary – £26,000 p.a. pro-rated**

**Hours – 21 hours per week**

**Location – Harrogate**



We're looking for a Supporter Care Coordinator 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. This role is central to helping us grow income, retain supporters, and create an outstanding supporter journey. You will need to be a motivated and confident communicator with great IT and 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 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, families and communities in Malawi.

### **Key Responsibilities**

#### **Data and Administration**

- Administering donations, orders and ticket sales
- Processing financial information and creating reports
- Being the first point of call for supporters and other stakeholders
- Developing and managing our supporter database and the interlinked IT systems
- Running a small office

#### **Fundraising support**

- Helping our fundraising team with reporting and administration
- Coordinating office volunteers
- Contributing to fundraising campaigns – writing and designing materials
- Updating supporters with impact reports
- Helping with events and social media
- Representing Open Arms Malawi at community events.

### **What we are looking for**

#### **Essential**

- Experience of administration and database management
- Excellent verbal and written communication skills
- Good IT skills and ability to learn and set up new systems and processes
- Excellent attention to detail and organisation skills

- Ability to manage multiple tasks and priorities
- Ability to contribute and make recommendations in support of the wider team
- Willing to take the initiative, become a key point of contact
- Passion about the cause of the charity and desire to make a difference.

### **Desirable**

- Knowledge of fundraising databases/CRM systems
- Experience in a charity, non-profit environment or small business
- Experience working in supporter care, customer service, or fundraising

### **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 of 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 21 hours a week, time and days can be agreed subject to core hours being covered. The role is based in our Harrogate office.

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](mailto:claire@openarmsmalawi.org)) in writing by 30<sup>th</sup> October 2025