|  |  |
| --- | --- |
| JOB TITLE: Experience Executive | |
| Department: Experience | |
| Division: Operations | |
| Line Manager: Head of Experience | |
| Contract Type: Permanent | Hours: Full time |
| Salary Band - £26,520.00 | |
| Location: In line with contracts of employment all roles at Make-A-Wish are Reading based, however we operate a Hybrid working model and employees need to be comfortable travelling to Make-A Wish Reading hub at least three times a week at their own expense. | |
| Direct reports/Immediate relationships: Director of Operations and Technology  |  Head of Experience  |  Experience Executive | |
| Core Purpose: As part of a core team of Experience Executives, to provide excellent administrative support across the Organisation and to ensure our stakeholders have a magical experience. In this busy and varied role, you will be responsible for being the first point on contact for stakeholders, data processing, income processing, the acknowledgement of support, the fulfilment of materials, and other administrative tasks. | |
| **Key Responsibilities:**   * Deliver a magical experience for Make-A-Wish stakeholders. * Be the first point of contact for a wide range of stakeholder groups, via, phone, post, personal email and shared inboxes. Dealing with all enquiries in a professional, timely way, which always exceeds expectations aligned with Make-A-Wish Values – Be Inspiring, Be Magical and Be Inclusive. * Be the voice of Make-A-Wish across our Social Media Platforms – Resolving queries, commenting, signposting and replying to our Stakeholders in line with agreed timescales * Ensure all stakeholders have been thanked for their contribution in a magical, courteous and sensitive manner with a focus on surprise and delight, or pass to the relevant Team to acknowledge where appropriate. * Provide a magical stewardship, that maximises income and engagement to fundraising registrations within agreed triage and ownership process, including communications with supporters when necessary to chase outstanding funds and identifying stakeholders/activities which could provide compelling content which can be used by the Income and Engagement team to inspire further support * Onboarding of donors and other stakeholder groups from a wide range of external sources. Including the management and secure transfer of sensitive data effectively into Salesforce and in accordance with data protection regulations. * Fulfilment management (internal and agency) for stakeholder groups e.g. cancelled donor management and welcoming regular donors and the supporting of ad-hoc Campaigns * Responsible for either the opening, processing and/or allocation all mail received at the Hub * Responsibility for processing and coding all fundraising income onto the fundraising database (Salesforce) from multiple sources. Ensuring that all income information is accurate and kept up to date within required timescales, including ensuring all legal duties are met. * Manage donation coding queries, including the re-coding of donations and reconciliation problem solving * Supporting an efficient and accurate income reconciliation process with Finance, under the direction of the Head of Experience. * Maximize Gift Aid donations and investigation of anonymous donations. * Data entry, data manipulation and data processing for stakeholder groups across the organisation * Support the process of online stakeholder registrations via a variety of external online platforms including coding and importing into the database * Ensure that stakeholder data is accurately entered on the database, including mailing preferences and gift aid declarations, in a consistent manner in accordance with procedures * Provide fulfilment of materials required by the wider team. * Ensure stock supplies are maintained and managed * Provide efficient and effective administration and data support to the wider organisation as required.   Organisational responsibilities   * Within Make-A-Wish’s performance & growth framework “Being Brilliant” initiate regular conversations with your line manager when you discuss your role objectives, personal development, wellbeing and other topics * Complete one Wish Discovery (meeting the wish children and their family to help them explore what their wish could be) and one fundraising event a year * Attend whole organisation meetings like monthly symposium and townhall as well as ad-hoc training opportunities as required; and as much as possible attend social events happening twice a year. * Work with your colleagues across the organisation within the framework set in * Make-A-Wish Ways of Working   As a Make-A-Wish colleague, you will also need to:   * Actively support our wishgranting through voluntary activity to support Make-A-Wish. We encourage all colleagues to become Wish Makers. * Have a practical understanding of the Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring * Strengthen relationships between different members of the Make-A-Wish community to ensure everyone works in collaborative and inclusive way. * Attend organisational meetings, like symposiums and town halls. * Keep yourself informed about things going on across the organisation by making use of internal communications channels, e.g. Teams, Wish Wisdom (our colleague newsletter). * Keep yourself informed on the strategy and plans of the organisation in order to be able to fully contribute to them through your role. * Actively listen to other people, particularly those with views that are different to your own. * Embed the principles of our Equality, Diversity and Inclusion Charter within your role. * Be open to collaboration and working across different teams to help the organisation achieve its strategic objectives. * Be able to work independently in an agile environment, understanding that different people across the organisation have different working patterns. * Be able to work with your colleagues and other members of Make-A-Wish community as one team, united in a common vision and mission, and support organisational efforts of reaching every child by, for example, answering phones when other teams are busy, supporting activities happening across the organisation, etc. | |
| **PERSONAL PROFILE** | |
| To be successful in this role you will need:   * Have a minimum of English and Maths or GCSE 9or equivalent) * Experience of processing and inputting data * Understanding of Gift Aid * Knowledge of online fundraising platforms i.e. Just Giving * Experience of working with databases * Ability to manage multiple, conflicting priorities and meet tight deadlines in a fast-paced environment with an ever-changing workload * Experience of and excellent organisational, administrative and time management skills * Strong communication skills at all levels, both written and oral * Ability to work on own initiative without supervision * Excellent IT skills – MS office including Word, Excel, Outlook and PowerPoint plus general database skills * Ability to focus on accuracy and a strong attention to detail * Creative and a problem-solver * Strong team-working skills and ethos and a great rapport builder with a range of people * Be led by the needs of the Wish Child in all we do and make decisions as close to the child as possible * Have practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring * Actively listen to other people, particularly those with views that are different to their own * Embed the principles of Equality, Diversity and Inclusion within their role * Open to collaboration and working across different teams to help the organisation achieve its strategic objectives * Be able to work independently in an agile environment understanding that different people across the organisation have different working patterns * Be able to work with your colleagues and other members of Make-A-Wish community as One Team united in common vision and mission and support organisational efforts of reaching every child by e.g. answering phones when other teams are busy, supporting activities happening across the organisation. | |