



DATABASE AND SUPPORTER CARE INTERN

Post: Database and Supporter Care Intern
Location: Action Against Hunger, London Office – North Greenwich
Department: Fundraising
Report to: Database and Supporter Care Manager
Period: 3-4 days per week for a minimum of 6 months
Start Date: ASAP

Action Against Hunger is a global humanitarian organisation that takes decisive action against the causes and effects of hunger. For almost 40 years, across nearly 50 countries, we have led the global fight against hunger.

We save the lives of children and work with their communities before and after disaster strikes. We enable people to provide for themselves, see their children grow up strong, and build prosperous communities. We constantly search for more effective solutions, while sharing our knowledge and expertise with the world. We push for long-term change. We ensure everyone can access clean water, food, training and healthcare. We will never give up. Until the world is free from hunger.

OBJECTIVES OF THE ROLE:

The Database and Supporter Care Intern will provide essential support to the Database and Supporter Care Manager with the processing of supporter income on to the Raisers Edge database within the Public Engagement Team.

AREAS OF RESPONSIBILITY INCLUDE:

- To accurately enter data, including names, addresses and donations from individuals making donations to Action Against Hunger into the fundraising database (Raisers Edge)
- To accurately import records relating to online gifts from Justgiving, Virgin Money Giving and Everyday Hero
- To work with the Supporter Care Officer to ensure all supporter communications are completed in a timely manner



KEY COMPETENCIES REQUIRED:

ESSENTIAL SKILLS

- Computer literate (Microsoft Office)

PERSONAL ATTRIBUTES

- Excellent organisational skills with the ability to prioritise and manage multiple tasks
- Ability to respond flexibly to changing priorities and to work to deadlines
- Self-motivated
- Excellent attention to detail
- Ability to work independently as well as part of a small team

DESIRABLE SKILLS

- Experience in using databases, especially Raisers Edge. Training will be given
- Good understanding of data and quality control
- Previous charity experience

WHAT WE OFFER:

- An opportunity to make a valuable contribution to the work of Action Against Hunger and gain exposure to an internationally recognised charity
- Reimbursement of reasonable travel costs within TfL zones 1 – 6
- Provision of lunch allowance up to £5 per day
- Experience of work within a professional office environment

APPLICATION INSTRUCTIONS:

Please apply with a cover letter and up-to-date CV on the Action Against Hunger website. In the cover letter (maximum 1 page) you should explain your motivation for applying for this role and how your experience, as outlined in your CV, relates to the above criteria.