

LOVE WITHOUT LIMITS



Edinburgh

**Dog
&
Cat**

Home

Supporter Care Administrator

Full Time, 2 year Fixed Term (Open to Part-Time)

Application Pack





WHO WE ARE

Here at Edinburgh Dog and Cat Home, we strive to make sure that every pet has the loving home it deserves, and we get our claws into our cause.

OUR MISSION

When a pet is part of the family and already has a loving home, we want to keep them there whenever possible. But sometimes, caring for dogs and cats means coming to the Home and finding a new loving family is best for them.

We're here to help pet owners, for when circumstances have changed through our Pet Foodbanks, by offering training or through raising awareness of issues for pets to deliver lasting change. Our priority is to help keep families together and be there when people and animals are in need.

We're a small but dedicated team united by our unconditional love of animals and our dedication towards their care, whatever it takes!

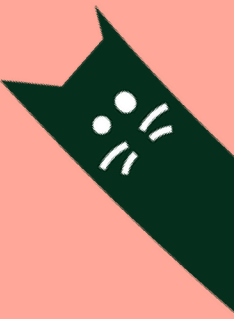


ROLE DESCRIPTION

PURPOSE OF THE ROLE

The purpose of this role is to assist, direct and steward supporters. The Supporter Care Administrator is commonly the first point of contact for supporter enquiries and therefore play a significant role in understanding supporter behaviours, needs and trends. This role supports the fundraising team to ensure that procedures are followed in line with best practise guidelines, ensuring that supporters receive the best stewardship and donations are processed and thanked in a genuine and appropriate way.

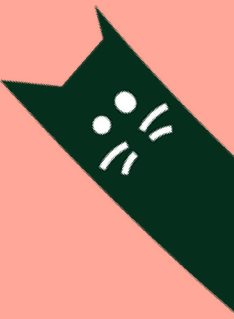
KEY RESPONSIBILITIES



KEY RELATIONSHIPS

- Collaborate with Supporter Engagement Lead and fundraising colleagues to ensure smooth operation of donor stewardship and thanking.
- Work with the Finance team on joint projects including data reconciliation.
- Co-ordinating with the Database and Insights Lead ensure all income is recorded and thanked in a timely manner.
- Work with Supporter Engagement Lead and Volunteer & Engagement Manager to recruit, train and manage fundraising volunteers for your line of work where appropriate.
- Collaborate with Supporter Engagement Lead and Organisational Support team to improve supporter experience at front of house and administrative processes.
- Co-ordinating with the Database & Insights Lead and Organisational Support team to ensure the database is kept accurate and up-to-date by recording changes including contact preferences and address details.
- Liaise with Foodbank Coordinator to ensure supporters and organisations have prompt uplifts of large Gift-in-Kind donations.

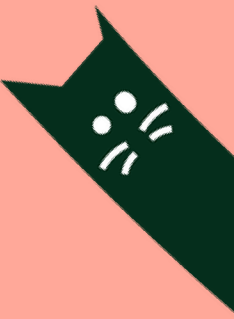
KEY RESPONSIBILITIES



ADMINISTRATION

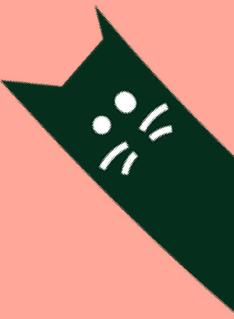
- Respond to all inbound supporter enquiries, requests and donations received (via phone, email, in writing or in person) in an efficient and courteous manner.
- Ensure Beacon CRM system, Teams and other key administration and project management tools are used to record all data and projects in an accurate and timely manner.
- Fulfilment of donation acknowledgment emails, letters and welcome packs to individuals, groups and businesses.
- Meet with donors who visit the Home to accept donations, handle enquiries and lead occasional tours of the Home.
- Work closely with the Supporter Engagement Lead and wider Fundraising team to implement supporter journey plans, ensuring communication is consistent and appropriate with all supporters.

KEY RESPONSIBILITIES



ADMINISTRATION

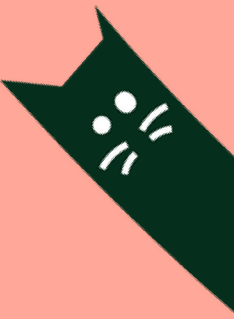
- Support with project-based administration across the Public Fundraising income streams including but not limited to appeals, crowdfunders, cash and regular giving campaigns, etc.
- Provide administrative support with handling enquiries for the Home's collection can programme, collaborating with the Supporter Led Fundraising Officer to ensure uplift and replacement of existing collection cans.
- Create and maintain operational procedures for your areas of responsibility.
- Ensure compliance with legislation, including fundraising codes of practice, data protection, VAT and Gift Aid.



KEY RESPONSIBILITIES

OTHER DUTIES

- **Keep abreast of current sector specific legislation and best practice, sharing knowledge with colleagues as appropriate.**
- **Support with the Home's annual Community Day, assisting both with preparations for the event and support on the day.**

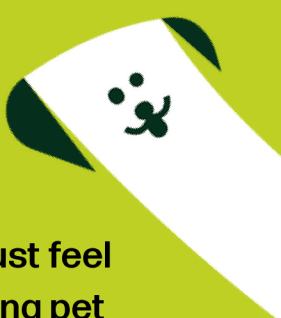


KEY RESPONSIBILITIES

ANIMAL WELFARE

- You will have occasional contact with animals as part of your role, so you must feel comfortable working with dogs and cats and have an understanding or willingness to learn about the importance of animal welfare.
- Please note that this job description is not an exhaustive list and there may be other ad hoc duties or responsibilities required that are not detailed in this document.

PERSON SPECIFICATION

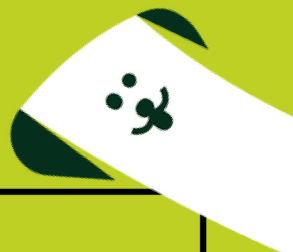


ANIMAL WELFARE

You will have occasional contact with animals and pet owners who use our services as part of your role, so you must feel comfortable working with dogs and cats and have an understanding of and empathy for animal welfare and tackling pet poverty.

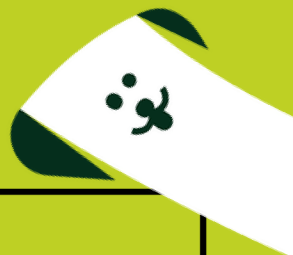
	ESSENTIAL	DESIRABLE
EDUCATION	<ul style="list-style-type: none">• Excellent analytical and numeracy skills• Relevant administrative experience	Experience working with Beacon CRM
EXPERIENCE	<ul style="list-style-type: none">• Experience of providing administrative support to a busy team• Experience of using a CRM database• Experience of working to multiple, competing deadlines and ability to prioritise• Experience of working within a team and individually to achieve success	<p>Experience of working in a result driven, fast paced environment</p> <p>Experience of working with volunteers</p> <p>Experience of using a project management tool</p> <p>Knowledge of GDPR regulations and the Fundraising Codes of Practice</p>

PERSON SPECIFICATION



	ESSENTIAL	DESIRABLE
SKILLS AND KNOWLEDGE	<ul style="list-style-type: none">• Strong interpersonal skills with an ability to communicate effectively with a diverse range of people• Adept at anticipating the needs of our supporters with natural empathy and compassion• Strong organisational skills able to prioritise and manage own workload• Ability to adapt to frequent disruptions from both the internal team (staff and volunteers) and external (phone calls, visitors etc.) and prioritise tasks accordingly• Ability to use own initiative and identify efficient and effective solutions to problems• Strong IT and administrative skills and proficient in using a CRM, Microsoft Teams and Outlook	

PERSON SPECIFICATION



	ESSENTIAL	DESIRABLE
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Positive professional attitude• Trustworthy, honest and reliable• Enthusiastic, polite and approachable• Self-starter, able to use own initiative• Willing to learn new skills and take on direction and constructive criticism• Confident in own ability and able to speak up if unsure or to make suggestions and recommendations• Appreciation for animal welfare and comfortable around office dogs	Interest in the welfare of dogs and cats.
OTHER REQUIREMENTS	<ul style="list-style-type: none">• Presentable and professional appearance• Methodical approach to work• Supportive of a culture of continuous improvement	

Role Supporter Care Administrator
Reporting to: Supporter Engagement Lead

Location: Hybrid - in person meetings and supporter events where required.

With an expectation of a minimum of 1 day per week working on site at Edinburgh Dog and Cat Home and home working for the remainder of the week.

Starting Salary: FTE £24,479

35 hours per week (including some out-of-hours and weekends). Part-time applicants will be considered.

Staff Benefits:

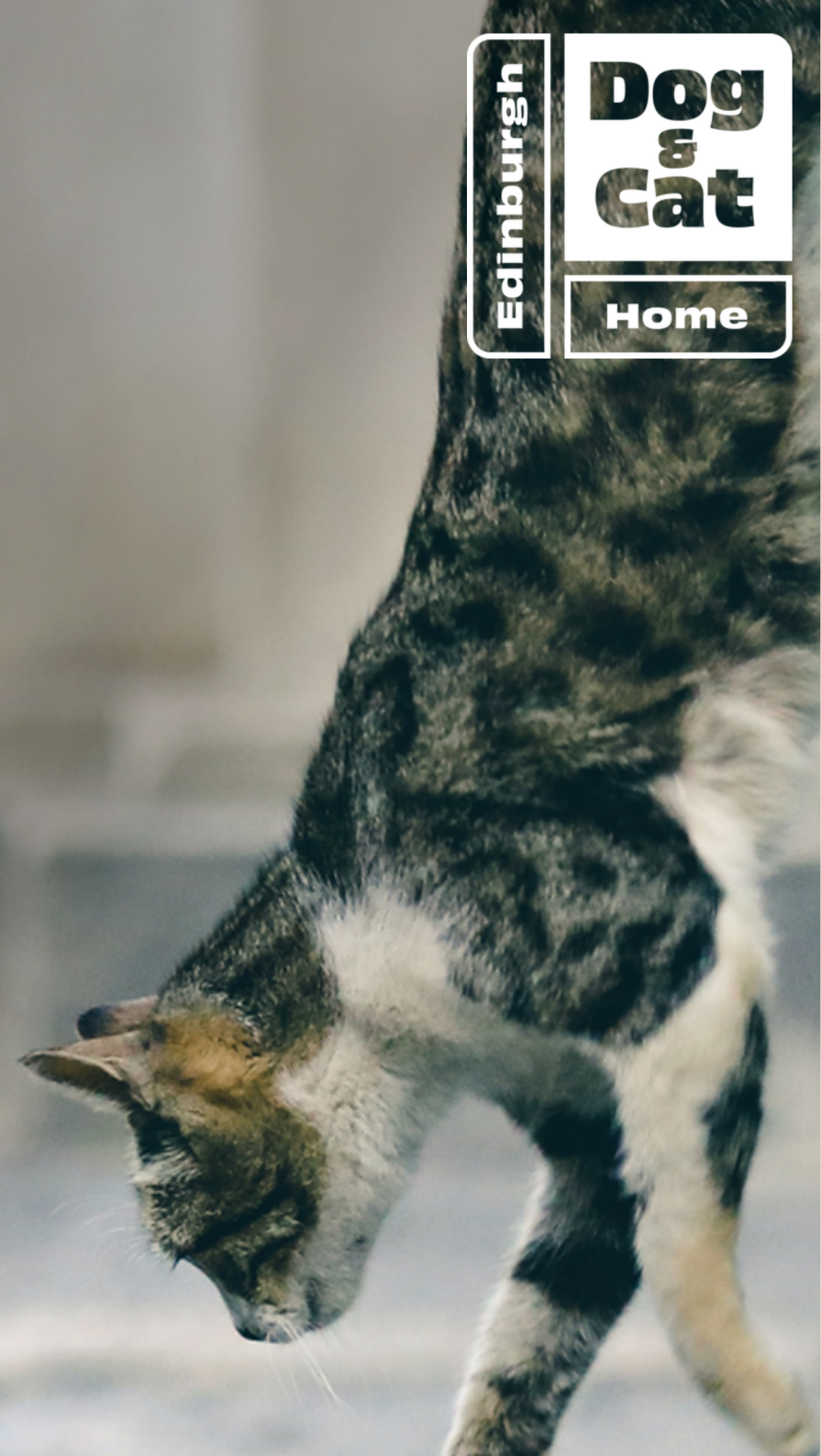
- Enhanced holiday + bank holidays, increasing with length of service
- Generous pension scheme
- Life Insurance
- Enhanced parental leave
- Employee Assistant Programme
- Staff wellbeing programme
- Winter flu vaccinations
- Uniform allowance
- Social team events
- Discounted pet insurance
- Charity worker discounts

+Many more

Edinburgh

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Home





HOW TO APPLY

Submit your CV and a covering letter to recruitment@edch.org.uk by Wednesday 22nd April 2026 at midday.

Interviews will likely be held the week beginning Monday 27th April.