

Dear Applicant,

Supporter Development Manager - Application Pack

Permanent, 4 days per week. Flexible location (within UK)

Thank you for your interest in working at Campaign Against Arms Trade (CAAT). We are currently recruiting a Supporter Development Manager. Working closely with our Campaigns team and Operations Manager, you will be responsible for the recruitment, retention, and engagement of supporters, and fundraising from these individuals.

A skilled communicator and natural relationship builder, you will have experience of developing supporter journeys which integrate campaigning, fundraising and engagement; ensuring that supporter data is held responsibly and used appropriately; and maximising income through regular giving, appeals and digital channels.

This is a **permanent, four-day per week** post, based either in our London office, a shared workspace, or working from home, with a salary of **£33,035** (£41,294 pro rata), **plus 8% into a pension that doesn't invest in the arms trade.**

Reflecting the communities we serve

CAAT is working towards a more equitable society, and we encourage all applicants to complete the equal opportunities monitoring form. CAAT values diversity and we welcome applications from under-represented groups, in particular People of Colour.

Please submit your application form (and equal opportunities monitoring form) to: recruitment@caat.org.uk no later than 23:59pm on Sunday 6th November 2022.

We can only accept applications which use our application form. CVs will not be considered.

Interviews will be held on Thursday 24th November. If you have not been invited to interview by 4pm on Friday 18th November, please assume that your application has been unsuccessful.

About CAAT

CAAT is a UK-based organisation working to end the international arms trade. CAAT operates on a non-hierarchical basis with the staff team collectively responsible for the day-to-day management of the organisation, and a Steering Committee consisting of staff and non-staff members acting as the governing board, with responsibility for strategy, finance, legal compliance, and acting as the employer of the CAAT staff. All permanent members of staff are directors of the company.

CAAT is currently undergoing a process of reflection and change, where we are reviewing our internal collective management and governance structures and processes, to enable us to foster a stronger and more inclusive working environment, and to more effectively work towards our key goals.

CAAT normally operates with a staff team between 10 - 14 people, working across the UK, either from our office in London, our shared working spaces in Glasgow and Birmingham, or from home. If you are unable to work from home and are not close to one of our existing hubs, we can discuss options for suitable workspace.

How we work

We are currently operating with a reduced team so, while this job description reflects the responsibilities of the permanent role, in the short term and after the induction period, there may be a higher proportion of one-off tasks and cover for other roles.

As well as the staff team and the Steering Committee, CAAT also works with a network of contractors, freelancers, volunteers, activists and partner organisations to achieve our goals. CAAT operates pay parity and non-hierarchical, peer-to-peer management. We believe that working in a way that challenges the default structures of power and privilege is an important part of achieving our vision of a world where conflict can be resolved without the use of force. Decisions are made by consensus. Each member of staff is responsible for their own area of work, and weekly 'work plan' meetings provide an opportunity to consult, communicate and agree ideas.

We recognise however that this is quite a different way of working to most other organisations, even most other campaigning organisations and for many people it will be a new experience. We don't expect candidates to have prior experience of non-hierarchical working and collectively managing organisations, but you will need to demonstrate a willingness to learn to work in this way.

Terms & conditions

The basic working hours are 10am to 6pm Monday to Friday, with an hour for lunch. The days which staff work are agreed on appointment, but all staff are expected to work

on Wednesdays, when all-staff meetings are held. Employees can work flexitime in agreement with other staff members, with core hours being 11am-4pm.

Training sessions, CAAT events and necessary meetings are counted as working hours. When these take place during evenings and weekends, time off in lieu (TOIL) can be taken. Holiday entitlement is 20 days per year plus bank holidays, and an additional two weeks' holiday around New Year when the office is closed. Interest-free season ticket loans are also available for those who require support with travel costs.

If you have any questions, please email recruitment@caat.org.uk. Thanks again for your interest in working at CAAT.

A handwritten signature in black ink, appearing to read 'Jon Nott', with a large, sweeping initial 'J' and a stylized 'N'.

Jon Nott
Operations Manager

Supporter Development Manager

Job Description

Campaign Against Arms Trade (CAAT) is a UK-wide non-charitable campaigning organisation, currently 70% funded by the donations of supporters. Without its supporters there would be no CAAT. The Supporter Development Manager will work towards building CAAT's supporter base thereby developing the organisation's long-term financial stability.

Objectives:

- Build an integrated supporter journey (working with the campaigns team) to ensure individual fundraising is linked to both our campaigning and supporter experience.
- Helping CAAT to build infrastructure to develop the way we interact with and utilise supporter data.
- Maximise donation income from CAAT's supporter base in line with CAAT's values and financial needs.
- Consistently monitor and evaluate CAAT's supporter income for reporting to colleagues and CAAT's governance body.

Role Responsibilities (average 21 hours per week):

1. Working with relevant colleagues to develop and implement the organisation's annual fundraising strategy to align with CAAT's short term campaign strategy.
2. Working with colleagues to ensure that fundraising and campaigning messages and activities are fully integrated at a local and national campaigning level.
3. Working with colleagues to develop a roadmap for different stages of supporters' journeys, and organising its implementation.
4. Developing and maintaining supporter relationships to ensure increased and repeat donations as well as wider supporter involvement.
5. Encouraging supporter migration to regular giving mechanisms and maximising existing regular donations to further support CAAT's work.
6. Initiating, developing and maintaining good networks of contacts to support and facilitate CAAT's fundraising work.
7. Working with colleagues to maximise income through CAAT's online presence, e.g. through social media, online advertising and petitions on external sites. This would also include testing new digital channels for recruiting supporters.
8. Working with relevant colleagues to set priorities for the migration of CAAT's CRM system to a new platform

Duties:

1. Producing and administering regular supporter appeals.
2. Coordinating the data entry and administration of regular and one-off donations and acknowledgements.
3. Being the first point of contact for donor enquiries and corresponding with supporters as appropriate.
4. Maintaining appropriate files and records to support fundraising work, including performance of appeals and ongoing records of donor relationships.
5. Ensuring CAAT supporter development complies with all applicable legal requirements and meets the highest ethical standard.
6. Sharing the responsibility for opening and processing the post (if based in the London office).

Collective Management Responsibilities (average 7 hours per week):

With other staff, the postholder will also participate in the shared collective management of the organisation in the context of CAAT's non-hierarchical structures. Following the full 6-month induction process, this will include taking leadership over specific projects within collective management. Typically, collective management responsibilities are expected to take up an average of one day a week out of the four.

Specific aspects of these collective management responsibilities include:

1. Acting as a Director of CAAT, sitting on CAAT's Steering Committee (our board of directors);
2. Developing CAAT's long and short-term strategic plans;
3. Taking part in some of CAAT's organisational working groups (e.g. HR, Collective Management, Finance, Risk & Compliance, Operational Planning), which work to develop CAAT's policies and systems, and taking on specific tasks relating to the work of these groups;
4. Participating in weekly all-staff "Workplan" meetings, including facilitating meetings on a rotating basis following the induction process;
5. Participating in CAAT's peer review and support system, including (after the induction period) acting as a Reviewer for another staff member, involving regular check-ins, advice and support as necessary, and facilitating their biannual peer reviews. (New staff have their own Reviewer from day 1);
6. Participating in CAAT's recruitment processes, including helping design job descriptions and person specifications, and periodically sitting on interview panels.

Other shared staff responsibilities include:

7. Contribute to CAAT News (CAAT's quarterly magazine), the CAAT website and other external communications where necessary;
8. Be responsible for supervising volunteers or people on paid placements undertaking relevant areas of work;
9. Share the day-to-day running of CAAT, which could include assisting with staff cover during holidays and other absences.

CAAT Supporter Development Manager

Person Specification

Essential

1. Relevant fundraising experience and a proven record of success in supporter fundraising,
2. Have played a key role in the development and implementation of an organisational fundraising strategy.
3. Excellent and effective written and spoken communication skills with the ability to persuade and motivate diverse audiences (including those for whom English is not a first language) across a range of channels.
4. Experience creating and managing direct mail and email appeals using relationship management software, including analysing and monitoring performance.
5. Experience of, and a passion for, using data and digital tools/tactics to run effective supporter journeys and achieve fundraising objectives (while testing and trying new ideas along the way).
6. Understanding of how campaigning organisations work with their supporters, particularly in a fundraising context.
7. Clear understanding of the legal and ethical requirements involved with fundraising.
8. Demonstrable commitment to equal opportunities: this could have been gained through personal experience, training, and/or working or volunteering for an organisation that champions equal opportunities issues.
9. Self-motivated and can prioritise their own work effectively, as well as collaborating and coordinating with others on shared projects.
10. Demonstrable commitment to CAAT's aims and objectives, including commitment to the collective running of CAAT.

Desirable

11. Good understanding of different CRM systems and the value they can bring to campaign and fundraising work.
12. Good understanding of best-practice data management principles, including the importance of collecting and managing high quality data
13. Able to network with peers and contacts in other organisation to share good practice.