



APPOINTMENT OF

Supporter Engagement Officer



About INF

International Nepal Fellowship (INF) is a Christian health and development charity serving the most disadvantaged people and communities in Nepal.

INF UK is entering a bold new strategic phase (2026–2031) with ambitious plans working towards our vision: life in all its fullness for disadvantaged Nepalis.

In partnership with Nepal-based organisations who share our vision and values, INF UK is passionate about supporting our Nepali partners as they work alongside marginalised Nepalis overcome the barriers relating to disability, poverty, gender or caste.

We have a small team of 7 UK staff working across programme management, fundraising, communications, and finance. We have an office in Birmingham, but the staff team lives across the UK with a mixture of remote and hybrid working arrangements.

Our vision

Life in all its fullness for Nepal's poor and disadvantaged people and communities.

Our mission

Supporting local Nepali communities and healthcare services, to improve health, reduce poverty, and promote social inclusion.

Our values

- Love
- Service
- Excellence
- Integrity



Kopila, who was diagnosed with leprosy several years ago, is a patient at the Eileen and Betty Centre, INF Nepal's leprosy ward at the Green Pastures Hospital.

She lives with her family in a poor rural village, where they rely solely on agriculture for their livelihood.

"Several years ago I had a problem with an ulcer on my foot and my village health post told me about Green Pastures. When I came to Green Pastures I was diagnosed with leprosy, so I was treated for my foot ulcer and was put on medication for two years.

"When I was diagnosed I was very sad and anxious about leprosy. I thought I had to be isolated from my family, but it was not like that. The team at Green Pastures explained everything and helped me and my family understand about leprosy. My family were also tested for leprosy, and they were all clear.

"Later on I was having difficulties because my hand became deformed, but then I also had surgery here. Now I am able to grip and squeeze so my hand is able to function again.

"I am now free from leprosy and am enjoying life with my family. I know that problems will happen again because when I work at home there is still a tendency to get ulcers.

"Whenever I have to come back to Green Pastures I am grateful that all of the treatment is free, and I am happy because everybody there cares for me and loves me."



Role Description

Contract: Permanent

Reports to: Head of Fundraising and Communications

Purpose of the role: Engage donors and prayer supporters by delivering the highest quality content, stewardship and retention communications. As part of a small and committed Fundraising and Communications team, you will make an important contribution towards the retention of existing donors and also reaching new audiences.

Based: Home based, with the option to work from our Birmingham office up to two days a week. Occasional travel to Birmingham for team meetings, planning days and events is required.

Hours: Full time (37.5 hours per week). We are also open to appointing at 0.8 FTE (30 hours per week) for the right candidate, with salary, holiday and pension pro rata.

Time off in lieu is given for the very occasional requirements for evening and weekend working outside your normal pattern, for example online or in-person supporter events and meetings.

Salary: £28,000 per annum

Key relationships: Head of Fundraising and Communications, other INF UK staff, relevant contacts with partners in Nepal, external consultants, agencies and suppliers.

This post holds a genuine occupational requirement under Schedule 9, paragraph 1 of the Equality Act 2010 for the postholder to be a practising Christian. This is because the role involves representing INF UK's Christian ethos and vision ('life in all its fullness') to donors, supporters and partners, preparing faith- and prayer-inclusive content for funder and supporter communications, and taking part in the devotional life of the organisation. The postholder will be expected to share, and be able to speak to, INF UK's Christian values in these external-facing contexts.

KEY RESPONSIBILITIES

1. Supporter engagement and retention

- a. Manage and respond to supporter enquiries with efficiency, diligence and empathy, through a range of communication channels, email and phone.
- b. Timely and relevant acknowledgement of gifts from donors.
- c. Work closely with the team to flag opportunities for enhanced engagement when connecting with supporters, including identifying potential for contact with senior staff.
- d. Accurate recording on supporter database in line with UK GDPR and INF UK's data protection policy and retention schedule, keeping consent and contact preferences accurate on the database and collecting only the data we need.
- e. Identify when it may be appropriate to pray with (or offer to pray for) supporters, including via phone or in-person, according to INF's agreed protocol.
- f. Work within the Code of Fundraising Practice and INF policies at all times, including treating donors fairly and on recognising and responding to donors in vulnerable circumstances.

2. Content and prayer resources

- a. Create high-quality content to engage supporters, primarily telling positive stories about people and communities in Nepal who are impacted by the work of INF, reflecting our Christian identity, values and mission.
- b. Create and develop prayer resources for supporters, including our monthly Prayer Notes, and strengthen connections with INF prayer groups around the UK.
- c. Represent INF UK's Christian ethos and vision to individual donors and prayer supporters through this content.
- d. Develop our use of graphics and video imagery, including use of basic photo editing and design tools (e.g. Canva, even if you are learning this from scratch).
- e. Manage the library of INF UK images, ensuring images from partners in Nepal are clearly organised and labelled.
- f. Contribute to other supporter communications as requested by the Head of Fundraising and Communications, including emails and printed publications.

3. Digital marketing and reach

- a. Publish an agreed schedule of high-quality content for the INF UK website and social media (currently focused on Facebook, Instagram and LinkedIn).
- b. Create and deliver email campaigns (using Mailchimp)..
- c. Test potential channels and audiences which develop our digital marketing, potentially developing in this role to coordinate paid ads on Meta and Google.

4. Community engagement, especially for INF's 75th anniversary

- a. Inspire individuals and churches to celebrate INF's 75th anniversary in 2027, and create resources which enable this to happen.

- b. Beyond the 75th anniversary, contribute to the development and delivery of new initiatives to encourage churches and community groups to champion and fundraise for INF.
- c. Occasional need to represent INF at events or meetings, including potential future plans to exhibit at relevant Christian conferences or festivals.
- d. Support the delivery of in-person and online events.

5. Team support and flexibility

- a. Contribute to the devotional life of INF UK, including participating in team prayer and reflection as part of the wider staff team.
- b. Undertake other reasonable tasks to support the INF UK team's fundraising and communications work. This will include shared handling of email and phone calls from supporters.

Person Specification

You have a natural affinity for relating to all kinds of people, and are friendly, approachable and organised, while bringing your own strengths and personality to the role.

You are a practising Christian, as set out in the occupational requirement for this post, and prayer matters to you personally as well as professionally. You are drawn to a charity whose vision comes from Jesus' promise of life in all its fullness, and you are comfortable speaking about that vision, and about INF UK's values, with supporters, prayer groups and partners.

You are a creative and adaptable person, and thrive within a small team. You will also have the appetite and potential to develop new skills, for example digital marketing to reach new audiences with engaging written content and imagery.

INF UK welcomes applicants from diverse backgrounds and people with lived experience of disability.

Experience and knowledge	Essential	Desirable
Experience of supporter or customer service relationships	x	
Experience of creating written or image-based content to engage relevant audiences	x	
Charity communications or fundraising experience		x
Experience of events for charity supporters		x
Knowledge of current regulations and compliance issues relating to fundraising (e.g. Fundraising Regulator Code)		x
Working cross-culturally		x
Experience of Nepal and/or the Nepali language		x

Skills and competencies	Essential	Desirable
Excellent written and verbal communication skills	x	
Understand how to share stories that demonstrate impact across different channels	x	
Administrative accuracy and attention to detail, particularly in record-keeping	x	
Willingness to work occasional hours during evenings and weekends, plus potential for some travel within the UK and (not essential) internationally, e.g. to Nepal	x	
Understanding of the data protection responsibilities that come with handling supporter records and marketing consents		x
Responsible use of AI, ideally in a work setting		x
Awareness of safe storytelling, including consent and safeguarding principles when using stories or images of people and communities our partners serve in donor communications		x
A full, valid UK driving licence		x

Personal attributes	Essential	Desirable
Demonstrable commitment to INF UK's values of love, service, excellence, and integrity	x	
Kind and courteous, able to naturally express appreciation for the gifts and prayers of supporters	x	
A team player who is approachable and supportive	x	
A practising Christian with an active faith, consistent with the Occupational Requirement for this post	x	
Able to prioritise effectively and manage competing deadlines	x	
A creative, entrepreneurial and resourceful mind, willing to try new ideas, measure what happens and learn from what does not work		x

Qualifications and memberships	Essential	Desirable
Educated to degree level or equivalent		x
Professional qualification in fundraising		x
Member of the Chartered Institute of Fundraising or other relevant professional networks		x

Employee Benefits

1. Agile working for all staff members which includes options for flexible working hours.
2. All full-time employees are entitled to 26 days' holiday per year in addition to UK public holidays (pro rated for part-time staff).
3. INF UK places an emphasis on professional development and training for its employees in order to enable them to fulfil their roles. We support employees in their desire to further their qualifications and careers, including offering opportunities to undertake fully paid study and training.
4. We offer a generous pension plan with employer contribution of 10%.
5. Option to buy extra annual leave.
6. Group Life Insurance for all employees.

Diversity and Safeguarding

Everyone has the right to be treated with consideration and respect. INF UK is committed to achieving a truly inclusive environment for all, by developing better working relationships that release the full potential, creativity and productivity of each individual.

INF UK aims to ensure that all staff, volunteers, supporters, partners, contractors, and the general public are treated fairly. This will be regardless of sex, sexual orientation, race, including colour, nationality, ethnicity, or national origin, disability, medical status, age, religion or belief (save where a genuine occupational requirement applies, as set out above), political opinion, social or economic status, or ex-offender status.

All roles within INF UK are required to actively respect, support and promote the safeguarding of all children and adults who come in contact with our organisation, including the people and communities our partners serve, our partners, staff and volunteers, ensuring policies and procedures are followed and observed at all times.

INF UK is an equal opportunities organisation, and committed to achieving the highest standards of diversity, fairness and equality. Should you require any additional support or reasonable adjustments, please contact Leanne Roberts or Jen Aspinall at Charity Horizons.

Employment Checks

We are unable to provide sponsorship for this post. All offers of employment are made subject to proof of eligibility to work in the UK and satisfactory employment screening, a basic DBS Check, and three references satisfactory to INF UK (including one reference from a church leader or someone able to speak about your Christian faith).





How to Apply

Closing date: Wednesday 9th September 2026

Interview dates: Thursday 24th September or Friday 25th September 2026 in Birmingham

INF UK is partnering with Charity Horizons to support us with the recruitment for this role.

To apply for this position please email a comprehensive CV and supporting statement, including about your Christian faith, through to jobs@charityhorizons.co.uk.

Please put the reference 'Supporter Engagement Officer INF' in the subject of your email.

In your supporting statement please identify the experience you have in relation to the key aspects of the Person Specification and summarise your interest in the role and organisation. Please ensure both CV and supporting statement are sent in a Word document format.

Please note: If you would like to submit an application or express your interest in an alternative format, such as audio or video upload, please contact Leanne or Jen at Charity Horizons who will be happy to advise on this. If you require any adaptations for this initial engagement, then please do also advise.

Please also be aware that Charity Horizons use anonymous recruitment methods when submitting shortlists to charity partners for all roles and only work with organisations that are happy to engage in this way.

Charity Horizons is an equal opportunities employer and as such actively promotes equality, diversity and inclusion in the workplace. We welcome and encourage applications from all suitable candidates irrespective of age, disability, hidden disability, race or national origin, religion or belief (save where a genuine occupational requirement applies, as set out above), gender, gender expression, political view, sexual orientation, medical condition and pregnancy.

