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**Job Description**

**Job Title:** Partnership Co-ordinator (Senior)

**Position type:** Full-time – 37.5 hours per week

**Salary:** £24,000 to £28,000 (depending on experience)

**Responsible to:** Partnerships Manager (Operations Team)

**Direct reports:** None

**Location:** 27 Burrington Way, Plymouth, PL5 3LR

Job Purpose:

As Partnership Co-ordinator (Senior), you will be part of the Operational Partnerships team. It will be your job to build mutually beneficial relationships with new and existing contacts. You will learn all about GOD TV and the powerful testimonies we receive, and will communicate with our partners to encourage them, share these stories and increase financial support.

Responsibilities include making calls to ensure the re-engagement of lapsed donors, increasing regular giving and asking people to give new gifts. This is done from a perspective of creating ‘God’ appropriate opportunities for people to give into and not a sales approach, but as part of your role you will be expected to bring in new income.

You will be expected think of creative ideas to help grow and sustain GOD TV’s income. At this level you will be expected to be self-sufficient and able to manage both your workload and targets without much intervention from management or the rest of the team.

As a senior member of the team you will also be expected to support and train other members of the Partnerships team, suggesting ways to improve the quality and quantity of their calls.

Essential Duties & Responsibilities:

You will be making proactive outbound calls including:

* Inviting people to GOD TV events
* Proactive fundraising calls
* Major donor relationship and meeting calls
* Lapsed donor calls
* Failed CC’s and DD’s
* Thank you calls
* First time donor calls
* Increase pledge calls
* Legacy drives
* Volunteer drives

You may also fulfil hand mail items such as:

* Birthday cards
* Welcome packs
* First time donor packs

Other duties:

* Process income and support the Administration team
* Make telephone calls to support the wider Partnerships team in busy periods
* Support GOD TV at events such as Call for Prayer, Live TV events and fundraisers
* Assist with additional tasks to support the wider Partnerships team as required

Policies and procedures:

* Adhere to The Angel Foundation’s Staff Handbook and the accompanying policies
* Comply with Health and Safety procedures and practices
* Work within the charity’s aims and objectives, with clear personal support for the organisation’s values and beliefs
* To seek to improve his/her own performance, contribution, knowledge, skills and participate in training and development activities as required

Targets:

This role will be targeted as follows:

* New income – you will be expected to reach a team target over the year but, as an individual, you may also be measured by returning at least your salary x4 each year
* Leads passed on each month
* Number of calls made/received each day (monthly total)

Management Expectations:

* The successful candidate will be expected to attend a weekly one to one meeting with their manager. It will be their responsibility to be prepared for this meeting, report back on work progress, bring up any challenges and ask for any help. The manager should set a clear weekly agenda.
* The manager will conduct an annual performance review to measure performance, approach and outcomes. The post holder will be expected to keep a record of achievements, successes and challenges encountered over the year.
* The postholder will be required to attend staff meetings and participate fully in all team activities, including visits, training and team building exercises.

Additional Requirements:

* We would love everyone to consider holding a sponsored event. This can be anything from a sponsored walk to jumping out of an aeroplane; we encourage you to be as creative as possible. This can be completed individually or as a team. There is no financial expectation around this and it is designed to be fun. This is not compulsory at all, however, should you choose to take part it will certainly help us as a team to move forward and build a culture that encourages others to go above and beyond in all we do.
* Each member of the team is encouraged to book or complete one visit to their home church each year. This is a chance to speak about GOD TV (where more than one person goes to the same church this can be done as a team). This is designed for us to build relationships and support the local church. At GOD TV we believe the local church is key and so want to advocate and build relationships with our home churches. We understand that this is not always appropriate or possible, so we ask you simply to be an advocate and ambassador of GOD TV. We encourage your church to partner with us to see the nations come to Christ.

Genuine Occupational Requirement

Due to the nature and strategic influence of this role, we believe that there is a Genuine Occupational Requirement (GOR) for this role to be fulfilled by a practicing and committed Christian believer. The profile and significant impact that we expect this role will achieve both within GOD TV (in terms of organisational ethos) and with external stakeholders, justifies and supports this GOR. Should you have any questions or concerns regarding this matter please do not hesitate to contact us.

**Person Specification**  **September 2019**

**Partnership Co-ordinator (Senior)**

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **IDENTIFIED** |
| --- | --- | --- | --- |
| Experience | Minimum of 3 years’ experience working within a fundraising environmentExperience of client/partner engagementDemonstrates significant experience of, and commitment to, delivering an effective service in support of the organisation’s aims and objectives  | Experience of leading and training a teamExperience of Major Donor relationship building | Application Form and InterviewApplication Form Application Form and Interview |
| Specialist Knowledge and Skills | Knowledge of the mission and vision of the organisation Polite telephone manner Ability to build relationships with partners A desire to further the Kingdom specifically through financeAble to think strategically and improve upon processes and proceduresAbility to apply good governance and best practiceExcellent organisational skillsAbility to conceptualise, innovate, plan and execute ideasWillingness and confidence to pray with callers as required Computer literate to a good level including working knowledge of Microsoft Office applications Experience of, and sufficiently motivated to, begin and complete work to appropriate deadlines and to prioritise own workload | Knowledge of General Data Protection Regulations | Application Formand InterviewInterviewInterviewInterviewApplication Formand InterviewInterviewInterviewApplication Form and InterviewInterviewApplication Form and InterviewApplication Form and Interview |
| Interpersonal Skills | Must be able to gain credibility amongst managers, colleagues and other employeesExcellent communication skills, both written and verbal, especially face-to-face and on the telephone Values diversity, respecting and drawing on colleagues’ different perspectives, skills, experience and knowledgeAbility to work well as part of a team and able to encourage, motivate and influence others |  | Application Form and InterviewApplication Form and InterviewInterviewInterview |
| Disposition/Attitude | Fully supports the vision and mandate of GOD TV Holds their Christian faith at the heart of all they doWillingness and ability to work within Christian ethos and principlesPro-active and happy to support others with a ‘can-do’ attitude Resilient, patient and personableConsistent and reliableWilling to undertake training as requiredCommitment to quality and high level of customer service |  | InterviewInterviewInterviewInterviewInterviewInterviewInterviewInterview |
| Role Expectations  | Able to work flexibly and be adaptable to the needs of the organisation Able to work well under pressureWilling to support various positions and teams within the Ministry |  | InterviewInterviewInterview |
| Qualifications | Educated to GCSE level or equivalent  |  | Application Form and Certificates |