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**Job Description**

**Job Title:** Partnership Co-ordinator (Junior/Mid-level)

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

**Salary:** £16,000 to £22,000 (depending on experience)

**Responsible to:** Senior Partnership Co-ordinator

**Direct reports:** None

**Location:** Plymouth, UK/Home-based

Job Purpose:

As Partnership Co-ordinator 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.

A key function of this role is to make calls to ensure the re-engagement of lapsed donors, increase regular giving and ask 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.

Mid-level Co-ordinators will be expected think of creative ideas to help grow and sustain GOD TV’s income. 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.

This role can be primarily home-based, but the postholder must be willing to travel for initial training, to attend monthly staff meetings and to participate fully in all team activities, including visits and team building exercises.

Essential Duties & Responsibilities:

You will be making proactive outbound calls including:

* Inviting people to GOD TV events
* Proactive fundraising calls
* Lapsed donor calls
* Failed CC’s and DD’s, expired pledges and CC’s
* Thank you calls
* First time donor calls
* Increase pledge calls
* Legacy drives
* Volunteer drives
* Major donor relationships (Mid-level)

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
* 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 as follows:

Junior level: x2 each year

Mid-level: x3 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 must be willing to travel to attend monthly staff meetings and participate fully in all team activities, including visits, training and team building exercises.

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**   **June 2020**

**Partnership Co-ordinator (Junior/Mid)**

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **IDENTIFIED** |
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| Experience | General administration experience in an office environment | Experience of working within a fundraising environmentExperience of home-based working Experience within either a ministry/church or call centre/sales environmentExperience of client/partner engagement | Application Form and InterviewApplication Form and interviewApplication Form and interviewApplication 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 Desire to further the Kingdom specifically through financeExcellent organisational skillsWillingness 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 | Desire to develop a career in fundraisingKnowledge of General Data Protection RegulationsAble to think strategically and improve upon processes and proceduresAbility to apply good governance and best practiceAbility to conceptualise, innovate, plan and execute ideas | Application Formand InterviewInterviewInterviewInterviewApplication Formand 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 |  | 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 required |  | InterviewInterviewInterviewInterviewInterviewInterviewInterview |
| Role Expectations  | Ability to meet and exceed targetsAble 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 MinistryWillingness to travel for training, events and meetings |  | InterviewInterviewInterviewInterviewInterview |
| Qualifications | Educated to GCSE level or equivalent  |  | Application Form |