

## Philanthropy Coordinator – Transformational Giving

<b>Job Level</b>	2b	<b>Job Reference No:</b>	#10977
		<b>Role Review Date</b>	January 2025
<b>Directorate</b>	Fundraising & Supporter Engagement (FRSE)	<b>Function</b>	Philanthropy
<b>Service</b>		<b>Reports to</b>	Head of Philanthropy – Transformational Giving

### Scale and scope of role

<b>Direct Reports</b>	0	<b>Indirect reports</b>	
<b>Budgetary responsibility/ accountability</b>	0	<b>Accountable for other resources</b>	

### Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis. We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

### Our Values and Principles

**Our values** (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

### Purpose of the role

The Philanthropy Coordinator – Transformational Giving will be critical to the effective running of the team, supporting the team to secure philanthropic supporters and deliver high quality relationship management.

The post holder will be responsible for fielding initial queries; tracking and reconciling income and donations; maintaining, developing and improving team processes and systems; and providing support to the wider team as required.

They will also be expected to liaise with a wide range of stakeholders, including donor intermediaries, and work jointly with other internal departments.

The role includes structured training and development opportunities, such as internal and external fundraising courses and mentoring, designed to support the postholder to develop their skills.

This role is part-time and will work closely with an existing part-time Philanthropy Coordinator.

## **Key Responsibilities**

### **Relationship Management**

- Act as first point of contact for incoming queries from new donors and prospects.
- Support with donor stewardship communications, activity and events, as required and with direction and input from team leadership.
- Assist with day-to-day relationship management and take responsibility for specific pieces of work, to ensure effective management of donor relationships and team activity.
- Assist on donor appeals and projects, as required, contributing to the wider objectives of the team.

### **Team support and coordination**

- Proactively improve team processes and systems as needed to help the team to become more effective and efficient, supporting the delivery of best practice philanthropy relationship management.
- Support the team leadership with financial and narrative reporting for internal stakeholders. Support on reconciliation of income/expenditure on a monthly basis on behalf of the team working with the income processing and finance teams
- To act as the main focal point for the transformational giving team for Ascent/CRM+, championing best practice and data excellence, and ensuring the team follow the processes set by the wider Philanthropy Departments.
- Attend and contribute to cross-team working groups as required, record minutes and help with the set up and the collation of materials.

### **Data and Reporting Excellence**

- Maintain accurate supporter records on the CRM database (currently Ascent) in line with team protocols.
- Learn and take advantage of reporting platforms and services in order to: proactively access and measure progress in role, also to gather insight and evidence to inform decision-making.

### **Team Member:**

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all the British Red Cross policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

**Type of criminal record checks required for this role**

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Required No
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Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
<b>Knowledge and Skills</b>	Essential	<ul style="list-style-type: none"> <li>Ability to demonstrate excellent written and verbal communication skills. To be a confident, clear and persuasive communicator.</li> <li>Working knowledge of Microsoft 365</li> <li>Ability to form mutually beneficial relationships with external and internal stakeholders</li> <li>Excellent organisational skills and ability to manage workload against tight and at times, conflicting deadlines.</li> </ul>	S	I	A
	Desirable	<ul style="list-style-type: none"> <li>An understanding of philanthropy fundraising</li> </ul>		I	
<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>Experience gained in fundraising, event management or marketing</li> <li>Experience of working as part of a team</li> </ul>	S	I	
	Desirable	<ul style="list-style-type: none"> <li>Experience working with a CRM database</li> </ul>	S	I	
<b>Additional requirements</b>	Essential	<ul style="list-style-type: none"> <li>Ensures inclusive practice and promotes diversity</li> </ul>			
	Desirable				

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.