Fundraising Assistant

Application Pack

August 2021
Welcome

Thank you for expressing an interest in the role of International Tree Foundation (ITF) Fundraising Assistant. This is a full-time position (we will consider part time)) based in Oxford. The starting salary offered is £19,289- £20,361 per annum, depending on experience.

ITF has pioneered community led forest restoration since we were founded in 1922 in Kenya as Watu Wa Miti (People of the Trees) by Dr Richard St Barbe Baker and Chief Josiah Njonjo. Richard St Barbe Baker was generations ahead of his time in terms of recognising the importance of trees and forests in sustaining life and well-being.

While we have a long history and an impressive list of achievements we remain a relatively modest organisation in size with a small staff team. We are a membership organisation with just over 600 members and supporters, and nearly 3,000 newsletter subscribers. You can read more about us in our latest annual and impact report to be found on our website internationaltreefoundation.org

This is a fantastic opportunity for a well an IT savvy and well organised Fundraising Assistant. You will be responsible for quality of supporter care across our donor types, from individuals and members, to current and prospective business partners. You will come to know the ITF CRM better than anyone, and will be speaking with donors regularly.

You will find the following information in this Application Pack:

➢ The advertisement
➢ Fundraising Assistant Job Description and Person Specification
➢ Terms and conditions

To apply, please send your CV (max 2 pages) and a covering letter to esther@internationaltreefoundation.org no later than 9am on Monday 23rd August.

We will hold interviews for shortlisted candidates in Oxford. Shortlisted candidates will be notified of interview date options a.s.a.p. We look forward to hearing from you and reading your application.

Yours sincerely

James Kemp, Head of Fundraising and Communications
FUNDRAISING ASSISTANT

Full-time: 35 hours (part time considered)

£19,289- £20,361 per annum

Oxford, UK

Are you a talented relationship builder, with an understanding of data management?

Do you have a passion for environmental issues and an appreciation of the importance of trees in sustaining life and human well-being?

Are you an effective planner, with excellent IT skills and a determination to succeed?

If your answer is ‘Yes’ to all these questions then this could be the role for you.

International Tree Foundation (ITF) is a charitable company that runs tree planting and education programmes in the UK and Africa. ITF supports community-led initiatives that protect, plant and promote trees and forests in order to preserve biodiversity and habitats, reverse deforestation, improve livelihoods and tackle climate change. There is tremendous scope to grow our projects and programmes and to increase awareness of and support for ITF’s work.

This could be a full-time position for 35 hours per week or part-time (min. 21 hours) based at our offices in Oxford. The starting salary offered is £19,289- £20,361 per annum pro rata depending on experience.

Please see the application pack or go to www.internationaltreefoundation.org/about-us/jobs for details of how to apply.

The deadline for applications is 9am on 23rd August 2021. Interviews will be held on Friday 27th August 2021.

Job Description and Person Specification
**Job Description**

**Overall purpose**

(i) As an integral part of the ITF fundraising and communications team, you are key to the successful implementation of ITF’s fundraising strategy.

(ii) You are responsible for managing individual donor care processes and systems, especially the CRM (Donorfy) and donation processing systems.

(iii) You will ensure ITF current and prospective donors know that their support is appreciated. You are the first person a donor will speak with when they get in touch with ITF.

**Responsibilities**

1. **Marketing operations**
   - Ensuring the CRM (Donorfy) is kept up to date, that the supporters data quality is maintained, and is compliant with data protection regulations.
   - Provide CRM user training and support.
   - Manage CRM and donation platform (PayPal and Stripe) integration, issues and improvements.
   - Working with the Finance and Administrative Officer to ensure financial reporting is accurate and timely.
   - Ensure fundraising activities are recorded in Donorfy with the correct campaign codes.

2. **Donor care**
   - Be the first point of contact for enquiries from members, individual supporters, business partners and prospects, ensuring excellent, engaging supporter service.
   - In collaboration with ITF’s Social Media Manager and programme staff, work to continuously improve donor / supporter journeys for all public engagement activities.
   - Ensure timely and individualised thanking for all donations and support from individuals.
   - Develop a sound understanding of ITF’s programme, so that you can speak with knowledge to enthuse donors and progress their enquiries as required.
   - Be constantly thinking about ITF from the donor’s point of view, and how we can improve that experience.

3. **Other duties**
   - Participate and contribute to staff team meetings and activities
   - Supervise fundraising volunteers as and when required
   - Undertake other responsibilities not outlined above which are commensurate with a role of this nature and which have been discussed and agreed with the line manager.
All ITF staff are expected to contribute towards developing a supportive working environment, and demonstrate a commitment to professionalism and respect, transparency and accountability and uphold quality standards as outlined in policies and procedures, and in compliance with ITF’s Diversity and Equal Opportunities Policies.

**Person Specification**

**Knowledge and experience**

- Experience of cultivating and managing successful donor relationships.
- At least one year’s hands-on experience working with a CRM, ideally Donorfy, in a consumer/supporter facing role.
- Knowledge of CRM reporting and analysis.
- Knowledge of donation payment systems and processes.
- Experience and knowledge of compliance with GDPR.

**Terms and conditions**

**Hours:** 35 hours per week, part-time considered

**Salary:** £19,289- £20,361 per annum pro rata

**Contract:** Permanent

**Probationary period:** 6 months

**Holidays:** 30 days per annum including three days over the Christmas period, plus public holidays (pro rata for part-time staff).

**Pension:** Contributory pension scheme with life cover

**Benefits:** Staff training, flexible working, cycle to work scheme

Read our recruitment privacy notice on our website.