



Key Relationships Coordinator

Ref No. B3/2017

Permanent
Full time

January 2017

Greenpeace defends the natural world and promotes peace by investigating, exposing and confronting environmental abuse, and championing environmentally responsible solutions.



January 2017

Dear Applicant

Thank you for your interest in the Key Relationships Coordinator role. We hope that this pack gives you an insight into us and our work and all the information you need to help you apply.

The deadline for receipt of your application is **9am on Monday, 23rd January 2017**.

Interviews are scheduled to be held on **Tuesday, 31st January 2017**.

To apply, please submit your CV and covering letter via our website <http://jobs.greenpeace.org.uk/> or post your application to Human Resources, Greenpeace, Canonbury Villas, London N1 2PN.

Please read the enclosed 'Guidance for Applicants' before making your application.

We also ask that all applicants complete the Equal Opportunities Monitoring Form [here](#). The form is designed to help us to monitor the effectiveness of our Equal Opportunities Policy and is kept separate from your application.

You should receive an automatic email response after submitting your application via email. If you fail to receive this confirmation from us, please call us to confirm receipt of your application on 0207 865 8207.

We wish you every success with your application.

Human Resources

OUR ORGANISATION

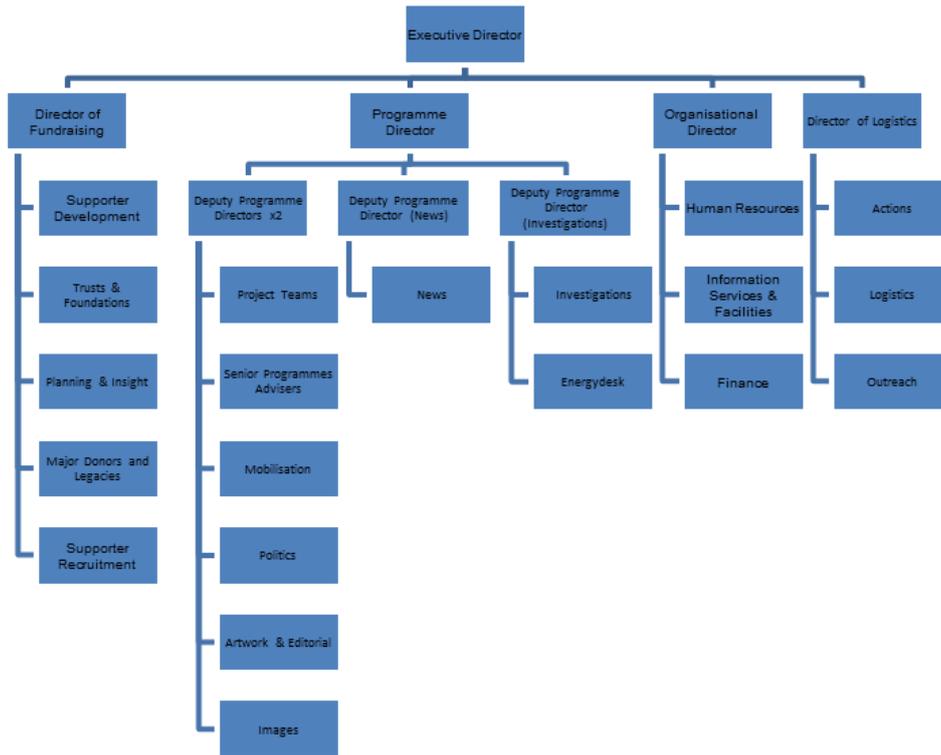
Greenpeace stands for positive change through action. We investigate, expose and confront environmental abuse by governments and corporations around the world. We champion environmentally responsible and socially just solutions, including scientific and technological innovation.

Greenpeace UK is part of a truly global campaigning movement. With almost 3 million financial supporters around the world, and a presence in 55 countries, we work where we will have the biggest global impact. From China to Brazil, Indonesia to Russia and – uniquely – on the high seas, Greenpeace works to defend the natural world and promote peace.

Globally, our priority campaigns are the prevention of climate change, the protection of the world's ancient forests and defending our oceans from the threat of over exploitation. Right now we are running our most ambitious campaign for decades, the protection of the Arctic from industrialisation. This is an exciting, but immensely challenging campaign.

Greenpeace currently has over 100,000 supporters in the UK and is funded by supporter subscriptions and donations from individuals. To maintain our independence and enable us to campaign without fear of compromise, Greenpeace does not accept corporate or government donations.

Greenpeace UK employs approximately 175 people at its offices in Canonbury Villas, Islington. Staff work in areas as diverse as campaigns, media, fundraising, mobilisation, finance, human resources and direct actions.



Everyone who works for Greenpeace is passionate about what we’re trying to achieve. We have big ambitions for our work and we believe it’s an immensely rewarding and inspiring place to work.

THE POST OF KEY RELATIONSHIPS COORDINATOR

We are looking for an enthusiastic, driven and organised team coordinator to support the Key Relationships team for Greenpeace UK. The team raises over £5 million a year from legacies and our middle and major donors, and is also responsible for developing and maintaining relationships with celebrity supporters.

This role will support the team by organising events, processing donations and sending receipts, updating supporter records, completing research and providing general administrative support.

The right candidate will have excellent attention to detail, and a talent for developing and refining administrative systems. They will need to manage their time well and communicate effectively with all members of a busy and dynamic team.

The Key Relationships Team is working to ambitious growth targets, and this coordinator will play a key role in this success. This is a fantastic opportunity for someone looking to begin a career in high-level fundraising.

Please note that although previous fundraising experience is desirable, it is not essential. We are looking for a bright, enthusiastic candidate with excellent organisational skills and will provide adequate training in the role to develop their skills to the level required.

The Job Description for the role can be found below.

JOB DESCRIPTION

POST: Key Relationships Coordinator
DEPARTMENT : Fundraising – Key Relationships
REPORTS TO: High Value and Legacy Fundraising Manager
GRADE: 1

OVERALL PURPOSE OF JOB:

The Key Relationships Coordinator is responsible for maintaining and developing administrative systems to help the Key Relationships team fundraise from prospective and current donors. They will need to manage their time well and communicate effectively with all members of a busy and dynamic team.

MAIN DUTIES AND RESPONSIBILITIES

Gift Processing and Fulfilment

- Process donations from Middle, Major and 'In Memory' Donors
- Monitor various databases and sources for new donors and gifts
- Work with the relevant fundraiser to create and send thank-you letters for Major Gifts

Systems, Database and Data Management

- Be the main point of contact for the team with Greenpeace's Data and IT teams
- Be proactive in updating and streamlining administrative and financial systems, working with Finance and IT as necessary
- Assist with the transition of the team's data to a new database
- Coordinate data extractions and uploads for appeal mailings and donor communications
- Update donor records with records of communications as appropriate
- Assist with data checking and cleaning
- Maintain and producing prospect lists
- Maintain and producing celebrity lists

Finances & Financial Systems

- Code and process team invoices
- Liaise with Accounts regarding incoming donations
- Prepare the banking of income cheques

- Track pledged income where recorded & work with fundraisers to prompt donors where appropriate
- Work with fundraisers and the finance team to record Gift Aid declarations and manage the annual Gift Aid claim

Supporter Mailings

- Coordinate materials for in-house mailings
- Merge and print letters, labels etc. for in-house mailings, arranging the signing of letters with fundraisers
- Manage the stuffing and posting of in-house mailings, coordinating with volunteers where possible

Supporter Research & Fundraising Support

- Complete Major Donor research as requested, either in-house or by coordinating with external agencies for in-depth profiles
- Support fundraisers in the development of materials for donors

Events & Meetings

- Manage and record event responses
- Assist with general event management, and prepare guest lists, name badges etc.
- Attend events where possible
- Assisting fundraisers with the arrangements for internal and external donor meetings

Office & Admin Management

- Manage Key Relationships stock and materials, as well as samples and paper record filing
- Create and maintain a High Value systems process manual.
- Assist with recording and storing campaign information and fundraising materials from international offices

Miscellaneous

- Attend various internal meetings and read internal communications
- Support the Donor Communications Officer and cover their work while absent
- Provide any other duty as appropriate to the post and as delegated by your line manager

PERSON SPECIFICATION

POST: Key Relationships Coordinator
DEPARTMENT : Fundraising – Key Relationships
REPORTS TO: High Value and Legacy Fundraising Manager
GRADE: 1

Listed below are the requirements needed to undertake the job. Selection of candidates will be based on the extent to which these requirements are met.

1. Essential Qualities and Skills:

- a) Attention to detail and meticulous organisational skills
- b) Experience of developing and maintaining administrative systems
- c) A logical and systematic approach to work
- d) Ability to multitask in a busy environment
- e) Ability to work in a team and on own initiative
- f) Excellent communications skills
- g) Computer literacy, including Excel, Word and Google Apps packages
- h) Ability to communicate directly with Greenpeace supporters, face to face, by phone, email or in writing.

2. Desirable Qualities:

- a) Experience of working in an office environment
- b) Experience of fundraising or working within a charity
- c) Experience of dealing with celebrities and high profile individuals in a professional manner
- d) Experience of negotiating and managing relationships with external suppliers

3. Personal Qualities

- a) Efficiency, logic and attention to detail
- b) Commitment to working in a supporter-focused environment
- c) Demonstrable interest in fundraising

- d) High level of flexibility, initiative, self-motivation and energy
- e) Ability to work alone or as part of a team
- f) Ability to keep calm under pressure
- g) Willingness to work beyond normal office hours when necessary.
- h) Commitment to the core values of Greenpeace and passion for the environment

Please note that although **previous fundraising experience is desirable, it is not essential**. We are looking for a bright, enthusiastic candidate with excellent organisational skills and will provide adequate training in the role to develop their skills to the level required.

SUMMARY OF TERMS, CONDITIONS AND BENEFITS

SALARY

This post has a full time salary range of £24,816 to £29,448. We normally offer a starting salary at the first spinal point of the grade.

WORKING HOURS

The hours of work for this post are 37.5 per week.

PROBATIONARY PERIOD

All new employees are appointed subject to successful completion of a six-month probationary period.

ANNUAL LEAVE

Annual leave entitlement for full time staff is 25 days per year, plus one additional day for every full year of employment up to a maximum of 7 additional days. Leave is calculated on a pro-rata basis for part time staff.

In addition, our offices are closed between Christmas and New Year, reopening on the first working day after New Year's Day. Staff are not required to take annual leave during this period.

PENSION SCHEME

In line with government requirements all staff are automatically enrolled into our workplace pension scheme. Greenpeace runs a contributory pension scheme held with Aviva, with optional 'Salary Sacrifice'. Greenpeace contributes 8.5% of basic salary, provided the employee contributes at least 3%.

POLITICAL REPRESENTATION

Greenpeace is a non-party political organisation and it is important for its future that this should remain the case. It is, therefore, a condition of employment that employees shall not normally stand for any official position within a political party.

RELOCATION EXPENSES

Greenpeace offers assistance towards relocation expenses in certain cases. If you think you might require such assistance please speak to Human Resources if you are offered the position.

ASSISTANCE WITH TRAVEL AND CHILDCARE COSTS

To assist with meeting the costs of travel to work, employees are able to take advantage of an interest free season ticket loan, or a tax efficient bicycle loan offered through www.cyclescheme.co.uk

Greenpeace also provides childcare vouchers to eligible employees as part of a salary sacrifice scheme offering tax and National Insurance savings on monthly salaries.

LIFE ASSURANCE

Greenpeace offers a life assurance scheme paying four times annual salary in the unfortunate event of death during employment.

TRADE UNION MEMBERSHIP

Greenpeace recognises Unite for the purposes of consultation and collective bargaining and encourages employees to join.

FLEXIBLE WORKING

Greenpeace is committed to enabling applications for flexible working as far as is reasonably possible.

LEARNING AND DEVELOPMENT

Greenpeace is committed to staff learning and development. Training needs are highlighted as a minimum through the annual Personal Development Review process and development needs are reviewed as part of performance management. We offer a combination of in house and external training opportunities as appropriate. Greenpeace also offers study leave for courses related to your work and assistance may be available for relevant further education qualifications.

Where appropriate, there are also opportunities for staff to carry out secondments within our regional offices.

WELLBEING

To support staff during times of need Greenpeace offers an Employee Assistance Programme in connection with Workplace Options. Staff can access confidential advice by phone or email 24 hours a day.

Free yoga classes are normally available one evening each week, which all staff are welcome to attend.

The Greenpeace office has been purpose-designed and aims to provide the best possible working conditions on an environmentally sound basis. We have a pleasant outdoor space and dogs are present in the office from time to time. Our subsidised vegetarian café is open Tuesday to Friday serving organic food for staff and visitors.

GUIDANCE FOR APPLICANTS

YOUR APPLICATION

This guidance is intended to assist you with your application and should be read before you compile your application documents.

Your CV should be up to date and include details of any paid or unpaid work you have undertaken, as well as education, qualifications and any relevant training.

Your covering letter is the most important part of your application. The shortlisting panel will rely on it to help determine whether to invite you to interview, so it's important that you use it to clearly explain how you meet the person specification criteria. Draw particular attention to experience, knowledge, achievements and skills gained in past employment or voluntary/leisure activities, provided they are relevant to the post.

You should use examples to help demonstrate how you meet the requirements for the role. For example, a statement showing how you meet the criterion 'Good written communication skills' might look like this:

"I have developed my written communication skills through experience of writing for a variety of audiences. Earlier in my career, as a Complaints Officer I was required to compose carefully worded letters to resolve matters for unhappy customers. Later, as part of a communications team I was responsible for writing and editing the organisation's staff newsletter. In my current job I regularly write management reports summarising a range of detailed information which must be concise and easily understood by Board members. I also contribute to new funding proposals and project updates for existing funders. Outside work, I also write a blog for my local cycling club."

It's important to make sure the information in your letter is clear, concise and well-organised. You may find it helpful to use headings to structure your letter. **Please ensure your covering letter is no more than 4 pages long (4 sides of A4).**

EQUAL OPPORTUNITIES

The Equal Opportunities Monitoring Form helps us to monitor the effectiveness of our Equal Opportunities Policy and is kept separate from your application documents.

As part of our commitment to equal opportunities, Greenpeace welcomes applications from all sections of the community. We select candidates based on how well they meet the criteria for the role and are committed to ensuring that applicants are treated fairly throughout the recruitment process.

Applicants who require reasonable adjustments

If you have any specific requirements which would enable you to participate in the recruitment process more fully, and in particular if these relate to a disability or other access issue, please contact our HR team on 020 7865 8207 as soon as possible. If you require the job pack in a different format, please let us know.

AFTER YOU HAVE APPLIED

You will receive an automatic email response to your application. If you have any questions about the status of your application or you have not received the automatic email confirmation, please telephone our HR team on 020 7865 8207. We often receive high numbers of applications and regret we are unable to respond to those applicants who are not shortlisted. If you do not hear from us within two weeks of the closing date, please assume that you have not been shortlisted on this occasion.