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| **1. JOB DESCRIPTION** |

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| **IDENTIFICATION OF JOB** |
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| **Job Title** | **:** | * Supporter Journey Officer
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| **Group/Team** | **:** | * Business Support & Development/ Fundraising
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| **Working Base** | **:** | * The Old Ragged School
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| **Responsible to** | **:** | * Supporter Journey Manager
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| **Responsible for** | **:** | * Volunteers
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| **Overall Purpose of Job** | **:** | * To deliver target levels of unrestricted income with a specific focus on supporter journeys.
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| **Main Responsibilities** | **:** | * Working with other members of the Supporter Journey Team, and under the direction of the Supporter Journey Manager, you will jointly deliver the Trust’s unrestricted income targets.
* To achieve this, you will work in these areas:
	+ Membership, appeals and donations
	+ Business partnerships
	+ High-value supporters
	+ Gifts in Wills and Gifts in Memory
	+ Charitable trusts and foundations
	+ In-kind support
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| **2. JOB SPECIFICATION** |

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| **Line Management and Supervision** | **:** | * No line management responsibility
* Supervise and direct work of appropriate volunteers
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| **Responsibility, Budgets and Other Resources** | **:** | * Responsibility for delivering unrestricted income targets as directed by the Supporter Journey Manager.
* Responsible for creating and maintaining a sustainable pipeline of initiatives and contacts with individuals and businesses to ensure sustainable achievement of targets
* Responsibility for resources relating to Trust events which include fundraising, organised in conjunction with the Marketing and Communications team
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| **Work Complexity** | **:** | * Working collaboratively across teams you will develop and deliver a dynamic engagement programme to generate income producing opportunities.
* Working with a mix of internal and external stakeholders at all levels and key suppliers/contractors, you will deliver the Trusts income targets.
* Utilising and maintaining the Trust’s CRM database to support income-generating initiatives
* Work with the Supporter Journey Manager and the Supporter Journey Working Group to develop approaches to achieve lasting increases in the recruitment and retention of members and supporters
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| **Decision Making, Creativity and Innovation** | **:** | * The role is fast-moving, requiring initiative in order to decision-make about the optimum ways to approach contacts
* Working under the direction of the Supporter Journey Manager, you will be required to develop and deliver innovative and creative methods of generating unrestricted income. This includes, but is not limited to, communications and events.
* The post-holder is expected to constantly analyse existing ideas and initiatives (internally and externally), looking to apply them in different areas and come up with new ideas.
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| **People, Contacts and Representation** | **:** | * The role requires engagement with a range of stakeholders who can assist, facilitate and help deliver unrestricted income targets. These include, but are not limited to, all members of Trust staff, subsidiary staff, Trustees and other volunteers.
* To provide reports to the Supporter Journey Working Group and other relevant committees as required by the Supporter Journey Manager.
* To act as an ambassador for NWT at events, networking and other opportunities
* Liaise with the Marketing & Communications team to ensure consistency and optimisation of resources.
* Liaise with RSWT and other Trusts to make best use of successful ideas for unrestricted fundraising from across the movement.
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| **Working Conditions** | **:** | * Full Time
* Permanent
* This role is based at the Trust offices on Brook Street in Sneinton Market but there will be a need for regular travel across the County.
* Occasional evening and weekend working will be required.
* In order for the organisation to work effectively, the post-holder may be required to assist with other areas of work and therefore should be prepared to undertake other duties appropriate to the post.
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| **3. PERSON SPECIFICATION** |

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| **Job Title** | **:** | **Supporter Journey Officer** |
| **Team** | **:** | **Business Support & Development/Fundraising** |
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| **Experience** | **:** | * Extensive experience of income-generation techniques, processes and delivery - E
* Liaison within all levels of an organisation – D
* Experience of using databases – D
* Financial administration - D
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| **Competence, Knowledge & Skills** | **:** | * Microsoft Office - E
* Highly efficient administration and organisation skills, including ability to prioritise workloads and meet tight deadlines - E
* Good standard of numeracy and literacy - E
* Good understanding of Data Protection legislation – D
* Excellent inter-personal and communication skills – E
* Analysis and interpretation of data - E
* Account Management - E
* Research Skills - D
* Project management - D
* Full Driving Licence (preferably clean) - E
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| **Personal Qualities** | **:** | * Focused and determined
* Self-starter
* High level of enthusiasm, self-motivation and self-discipline
* Flexible and positive outlook
* Ability to manage and adapt to a wide range of tasks
* Ability to work without close supervision, individually and as part of a team
* Commitment to nature conservation
* Willingness to work weekends/evenings from time to time
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