**Job Description**

Job Title:                            Fundraising Co-Ordinator – CST

Position type:                    Full-time – 40 hours per week (9am-5pm CST)

Salary:                                $34,000 to $40,000 (depending on experience) plus an attractive benefits package

Responsible to:                 US Call Team Leader

Direct reports:                  None

Location:           Remote, working from home.

**Job Purpose**

This role is a telephone based fundraising role. As Fundraising Co-Ordinator, you will be part of the GOD TV Partnerships team. It will be your job to build mutually beneficial relationships with new and existing contacts over the phone. 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 to increase financial support.

Responsibilities include making calls to ensure the re-engagement of lapsed donors, increasing regular giving and asking 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 and have an annual target to meet.

You will be expected to think of creative ideas to help grow and sustain GOD TV’s income. At this level 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.

**Essential Duties & Responsibilities**

You will be making proactive outbound calls including:

Proactive fundraising calls

Major donor relationship calls

Lapsed donor re-engagement calls

Thank you calls

First time donor calls

Increase monthly pledge calls

Inviting people to GOD TV events

Legacy drives

Taking incoming calls from US and other regions, processing donations, dealing with queries and praying with callers.

You may also fulfill hand mail items such as:

Birthday cards

Welcome packs

First time donor packs

Other duties:

Process income and support the Administration team

Make telephone calls to support the wider Partnerships team in busy periods

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 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 organization's values and beliefs

To seek to improve his/her own performance, contribution, knowledge, skills and participate in training and development activities as required

**This role will be targeted as follows**

New income – you will be expected to reach a personal and team target over the year

As an individual, you will also be expected to raise at least 3 times your salary each year

Leads successfully completed 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 will be required to attend staff meetings and participate fully in all team activities, including visits, training and team building exercises.

**Person Specification**

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| **CRITERIA**  | **ESSENTIAL**  | **DESIRABLE**  | **IDENTIFIED**  |
| Experience  | Experience of working as a fundraiser.  Confident telephone manner. Good oral and written communication skills   Ability to work towards targets and manage own time effectively. Ability to work as part of a team, supporting each other in phone coverage throughout the day.  Demonstrates significant experience of, and commitment to, delivering an effective service in support of the organization's aims and objectives.   Minimum of 3 years’ experience working within a fundraising environment.  General administration experience in an office environment.   High school diploma or equivalent education is required.      | Experience of home-based working    Experience within either a ministry/church or call center/sales environment   Experience of Major Donor relationship building  | Application Form and Interview   Application Form and Interview   Application Form and Interview   Application Form and Interview   Application Form and InterviewApplication Form and InterviewApplication Form and InterviewApplication Form  |
| Specialist Knowledge and Skills  | Knowledge of the mission and vision of the organization     Ability to build relationships with partners    Desire to further the Kingdom specifically through finance   Excellent organizational skills   Willingness 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 prioritize own workload      | Desire to develop a career in fundraising   Knowledge of General Data Protection Regulations   Able to think strategically and improve upon processes and procedures   Ability to apply good governance and best practice   Ability to conceptualize, innovate, plan and execute ideas  | Application Form and Interview   Interview     Interview   Interview   Interview     Application Form and Interview     Application Form and Interview     |