



DETAILS OF ROLE		
Role title	Philanthropy and Partnerships Officer	
Reports to	Head of Philanthropy and Partnerships	
Direct reports	None	
Directorate & Team	Fundraising and Marketing	
Contract type	Full time, permanent (subject to completion of 3-month probationary period)	
Salary	£32, 240 per annum	Grade 3 / Zone 1

This job description is a guide to the nature of the work required of the position at the DEC and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required as the DEC learns and evolves in response to global emergencies.

Who we are and what we do

The Disasters Emergency Committee (DEC) is a unique and dynamic membership organisation which comprises 15 of the UK's leading humanitarian agencies: ActionAid, Action Against Hunger, Age International, British Red Cross, CAFOD, CARE International, Christian Aid, Concern Worldwide (UK), Islamic Relief Worldwide, International Rescue Committee UK, Oxfam GB, Plan International UK, Save the Children, Tearfund and World Vision.

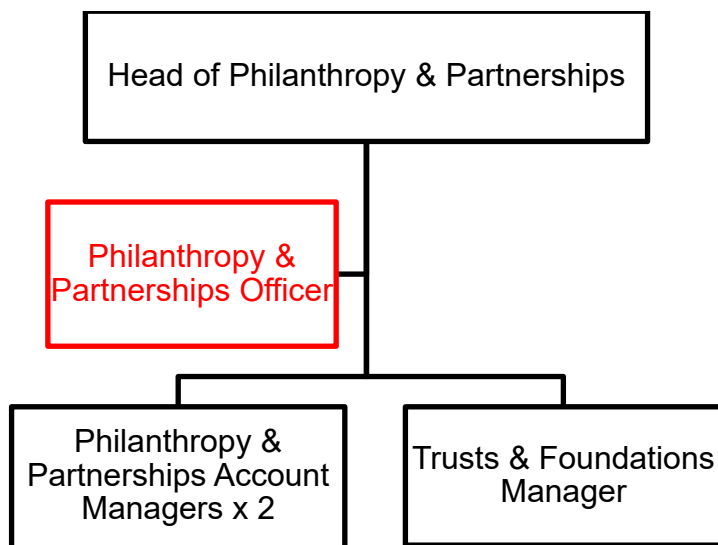
Since it was founded in 1963, the DEC has run over 79 fundraising appeals and raised more than £2.5 billion to help save lives and protect livelihoods in disaster-affected communities around the world.

The DEC launches appeals when there is a humanitarian emergency of such magnitude to warrant a national UK response. DEC fundraising appeals benefit from unique corporate partnerships through our Rapid Response Network and the combined expertise of our member agencies, resulting in wide reaching appeals across high profile TV, radio, and an increasing number of digital channels.

Most DEC funds are raised over an intensive two-week period following a disaster. Appeal funds are specifically for overseas humanitarian work and are normally spent over a two or three-year response period. An important part of the DEC's remit is in learning, accountability and sharing information.

The DEC Secretariat is funded by contributions from its member agencies and a range of core cost funders, and is responsible for the day-to-day running of the DEC. There are currently 41 staff members and a small number of dedicated volunteers, working together to promote the strategic values of collaboration, accountability & transparency, learning, humanitarian, and impartiality.

Team structure



Purpose of the role

This role provides comprehensive fundraising assistance and is weighted towards vital database management and comprehensive administrative support to the team, working in close collaboration with each manager and their respective activities and will:

- Deliver excellent stewardship, by liaising with supporter services and acting as a first point of contact for new enquiries, triaging these across the team and ensuring all enquiries are timely resolved.
- Provide additional capacity to Managers to ensure appeals are launched rapidly and professionally.
- Support Managers with new business and prospecting activity.
- Co-responsibility for high-value individual donor audiences and lower-tier corporate/trusts (such as annual core cost campaigns, appeal secondary campaigns, and appeal launches).
- Managing the accuracy, quality and security of data and provide reports to assist with monitoring, evaluation and strategic planning.

The post holder will play a key role in ensuring best practice, regulatory compliance and due diligence is adhered to, whilst assisting teams with efficiencies and innovative approaches to support existing audiences and seek new audiences

RESPONSIBILITIES: Key Objectives, Responsibilities & Competencies

Database and administrative support

- Process all P&P income by monitoring all relevant donation channels and liaising with colleagues and key suppliers to ensure all high value donations are recorded promptly and donors are thanked and stewarded appropriately
- Manage team process to thank all high value donors in a timely and appropriate manner, generating all thank you letters

- Ensure all P&P data is inputted, accurate and up to date on the database, including information on gifts / events / appeals / campaigns / and other information as requested, compliant with GDPR and Charity Commission regulations
- Support the team to use Salesforce as an effective tool, ensuring best practice configuration for the team (dashboards etc) and pulling reports as requested Support the team to solicit donations and deliver partnership activity, by generating personalised appeal launch letters; liaising with partners and HMD to fulfil request for assets; fulfilling all postal communications; and completing donation paperwork as requested
- Create and update key stewardship documents when new information becomes available for all Philanthropy & Partnership audiences incl. corporate, trusts and major donors
- Ensure all supporters of appeals receive feedback and reporting, including those for whom we only have postal mailing permissions
- Complete research for due diligence assessments; and produce prospect research
- Ensure a timely resolution to any high value donation enquiries received from donors or our supporter services team by triaging across the team or directly resolving, to include flagging anything against our Donation Acceptance Policy

Stewardship and account management support

- Maximise funds raised in appeals, taking direct responsibility for the high-value audience, with personalised communications
- Ensure all high-value supporters have an excellent experience, designing and delivering on supporter journeys that drive engagement and uplift, and report back on impact
- Manage all P&P third party fundraising, ensuring compliance and developing relationships to demonstrably drive positive ROI and achieve unique positioning for DEC Appeals
- Provide support to the Managers for their lower-tier audiences, taking responsibility for the account management and stewardship of specific segments as requested
- Support the management of schedules for reporting and applications
- Manage a calendar of stewardship for the P&P Team, to include events
- Work closely across the secretariat – especially with P&A and Comms – to ensure that the P&P Team have the accurate and up-to-date information needed to provide stewardship to appeal and core supporters
- Contribute to the ongoing development and delivery of the DEC's Partnership Framework and our systems, processes and structures to engage, thank and recognise and increase corporate support in ways relevant to their staff and customers
- Research and analyse donor data to help inform team strategy
- Deliver professional stewardship and new business events for high value donors
- Manage guest lists and overall logistics for these events – including managing suppliers/contractors to deliver each event as appropriate, venue liaison incl AV and catering; guest stewardship incl creation of invitations, RSVPs, reminders, name badges, networking planner; managing set-up, guest entry and pack-down; gathering feedback and producing evaluations
- Support the Managers in the planning and delivery of donor field trips as appropriate
- Support the Managers to attend external meetings with research, briefing notes and logistics
- Fulfilment of other tasks assigned by the Head of Philanthropy & Partnerships or a member of the Executive Team associated with delivery against the DEC's organisational strategy, workplan and priorities
- Ensure systems and processes used by the Philanthropy and Partnership Team are accurate, up to date and fit for purpose, and that these are agreed and embedded across the team

Working hours

The post-holder may on occasions be required to work additional hours in response to an emergency, events held outside office hours or to extra workload. Where possible, notice of this will be given and TOIL (time off in lieu) is available.

Competencies	Level & Descriptor	Demonstrable descriptors [key, are in bold]
1. Delivering Quality Results	B Demonstrates excellent project management skills within team.	<ul style="list-style-type: none"> > Demonstrates systematic approach and excellent project management skills to agreed timescales (timelines, targets, donor requirements). > Makes sound decisions within remit of own role. > Sets realistic deadlines and goals for self and team.
2. Planning	B Is aware of others' activities and vice versa in planning activities.	<ul style="list-style-type: none"> > Takes account of team members and others workload when planning. > Maintains awareness of impact on other parts of the organisation, keeping abreast of other's activities, objectives, commitments, and needs. > Has a good understanding of the sector in which the DEC operates.
3. Analytical and Innovative Thinking	A Gathers information and identifies problems effectively	<ul style="list-style-type: none"> > Interprets basic written information. > Pays attention to detail by identifying and correcting errors. > Recognises problems within their remit. > Uses appropriate methods for gathering and summarising data.
4. Communications	B Fosters two-way communication and adapts communications effectively.	<ul style="list-style-type: none"> > Maintains constructive, open and consistent communication with others. > Resolves minor misunderstandings and conflicts effectively. > Communicates equally effectively at all organisational levels as well as external stakeholders (suppliers, partners and member agencies). > Tailors communication (content, style and medium) to diverse audiences.
5. Team Working and Collaboration	A Works effectively as team player	<ul style="list-style-type: none"> > Knows their stakeholders and their requirements well. > Respects and listens to different views/opinions. > Is proactive in providing and seeking support from others. > Gives and receives constructive criticism.
6. Leading and Motivating	A Open to learning and responds positively to feedback	<ul style="list-style-type: none"> > Actively manages own development and performance positively. > Builds capacity of colleagues by sharing knowledge (induction) and acting as induction 'buddy' when asked. > Open to learning new things. > Responds positively to feedback from others. > Learns lessons from successes and failures.

Competencies	Level & Descriptor	Demonstrable descriptors [key, are in bold]
7. Resilience	B Remains professional under external pressure	>Able to adapt to changing situations effortlessly. > Remains constructive and positive under stress and able to tolerate difficult situations and environments. >Learns from own successes / mistakes. >Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same.

PERSON SPECIFICATION			
Criterion and descriptors		E s s e n t i a l	D e s i r a b l e
Knowledge / Experience	<ul style="list-style-type: none"> Experience of administration and/or database management in a fast-paced sales or fundraising environment Experience of supporting and/or providing corporate and/or business to business account management. Understanding of humanitarian / emergency response sector Experience of coordinating events Experience of working in a corporate fundraising team for a charity Knowledge of Salesforce and Salesforce Marketing Cloud Knowledge/experience of humanitarian, international development or charity work (campaigning, fundraising, education) 	E E E	D D D D
Qualifications	Bachelor's degree or higher in a relevant field like non-profit management, communication, marketing, or public relations.		D
Skills	<ul style="list-style-type: none"> Excellent organisational skills and close attention to detail Ability to cope in a fast-paced, pressured environment Ability to prioritise and manage a varied workload Strong written communication skills necessary to draft letters, reports and other documentation Strong verbal communication and interpersonal skills and confident telephone manner 	E E E E	

Skills	<ul style="list-style-type: none"> • • Ability to understand and appreciate the motivations of donors, supporters and volunteers • Calm under pressure • Display the ability to communicate effectively and work under own initiative • Able to work well with a diverse range of stakeholders • Manage time and resources efficiently • Collaborative by nature and possessing an innovative approach to work • Highly organised and strong team player • Prepared to work evenings and weekends, particularly during emergency appeals • Demonstrate a high level of trust, protecting the reputation and integrity of others through strict confidentiality • Display the ability to communicate effectively and work under own initiative 	E E E E E E E E E	
Secretariat culture and mind set	<p>Ensure DEC's values are integral to and are upheld, throughout your DEC journey.</p> <p>Open to effective, personalised support for managing a healthy work-life balance.</p> <p>Acute self-awareness, maintaining behaviour and conduct of the highest standards of professionalism and respect as an ambassador for the DEC.</p> <p>Actively contribute to make the DEC a diverse and equitable workplace through inclusive practice and openness to different perspectives, cultures, and ideas.</p> <p>Embrace the working culture of a progressive learning and demanding humanitarian secretariat, seeking insight and using problems as opportunities to learn.</p>		