

Job Description

Job Title: Partnership Coordinator

Work Location: Witney

Who We Are

Open Doors is a Christian charity that is looking to recruit Christians to help meet the growing needs of the persecuted church worldwide. Hostility, violence and abuse of Christians around the globe is on the increase. Open Doors works in over 60 countries to ensure that those facing such persecution are not forgotten but can stand strong to serve their communities and give life..

Job Summary

To support the Partnerships and Legacies Team (Major Donors, Trusts and Legacy giving) by managing the administration of the major gifts process – including funding proposals, acknowledgment, and impact reporting. To provide effective and timely administration and analysis of giving, supporter activity and interests, in order to facilitate acquisition, engagement and retention of major gift supporters.

About the Team

You will be reporting to the Senior Manager for Partnerships Team, performing critical elements within a small team including the Partnerships Relationship Manager, Development Manager and Legacy & Trust Officer. You will form close working relationships with: Church Relationship Managers, Supporter Services, Data Analyst, Finance Team, and Open Doors International (ODI) Project Information.

Hours

Full time hours are 37.5 hours per week. Usually between 8.00am to 6.00pm Monday to Friday, with a minimum of 2 days per week based in the Open Doors office in Witney. This position involves some evening and weekends at conferences and events for which TOIL (time off in lieu) may be claimed.

Responsibilities and Requirements

A) Caseload Support

- Support Senior Manager, Development Manager and Relationship Manager as they work with a caseload of donors by handling all major gift correspondence, update activities on CRM and identify engagement opportunities.
- Coordinate the engagement plans for donors and remind the relationship holders of contact points, steps, asks, stewardship, proof of performance and other planned contacts for each donor.
- Maintain individual donor files on CRM for the Relationship Managers recording contact points, moves, interactions, asks, etc.
- Make sure each donor is thanked properly and appropriately after each gift, including: making appreciation phone calls, and sending personalised letters and updates, news and relevant information.
- Professionally handle messages to/from the Relationship Managers and the caseload donors.

B) Research and Reporting

- Acquire appropriate project information from ODI, including budgets, offers, proposals and asks, including impact/proof of performance information. Based on the research, draft Impact Reports that will be used by the Partnerships Team's and Churches Team's Relationship Managers to illustrate how major gifts and associated prayers are making a difference.
- Produce and maintain tracking reports for the Relationship Managers on caseload performance and activity.

- Assist Development Manager to produce and maintain tracking reports for the Senior Manager for new income and the identification of potential partners.
- Create monthly reports, as required by the Senior Manager, which accurately reflect and assess Relationship Managers activity and performance.
- Conduct donor research (from CRM data) at the request and direction of the Relationship Managers.
- Monitor the requesting, processing and tracking of allocated gifts from major donors alongside the Marketing Analyst.

C) Administration and Events

- Other activities to support Major gifts. Coordination and administration of meetings, both internally and with donors.
- Diary assistance and management for Partnerships Team.
- Logistics and technical support for events, dinners, webinars etc. with major donors.

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Applying Your Christian Faith to This Role

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- attending and contributing to daily devotions (this can be for the whole team or just smaller departmental groups)
- participating in retreats, days of prayer and fasting, etc
- committing to private prayer for the work associated with this role, for the volunteers, and closest colleagues
- working in such a way to reflect biblical principles of leadership and service
- applying biblical principles of godly stewardship to operational responsibilities
- being open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else
- responding to the prompting of the Holy Spirit in making decisions or communications.

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

Limits of Authority

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

Key Attributes

The following represent key attributes we are looking for in the successful candidate:

Competency

- considerable experience of working in an administrative/coordination role
- strong IT skills including Microsoft package and the ability to oversee supporter database management/segmentation
- ability to create timely reports that reflect caseload performance

- meticulous attention to detail
- excellent organisational and time management skills
- ability to track donor information based on their giving and their potential
- ability to assist Relationship Managers to allow them maximum time developing meaningful connections with donors
- ability to edit and send effective offers, proposals and correspondence to donors
- ability to handle donor correspondence in a professional and secure manner
- ability to track people, process, deadlines and organise the Relationship Managers while adhering to the policies and procedures of the organisation
- ability to keep the Relationship Managers organised and communicating with caseload donors according to the plan the Relationship Managers have agreed
- excellent interpersonal, verbal and written communication skills with emphasis on accuracy
- strong problem solving, training and personal management skills
- an understanding of fundraising principles and the importance of effective administration and analysis to its success

Character

- ability to get along with peers, subordinates and management and maintain a positive and constructive attitude while solving problems
- a positive and professional approach both internally and externally
- willing to collaborate with planned giving and development administrative assistants regarding donor caseloads
- ability to maintain confidentiality of all donor information
- taking initiative and following through with little direct supervision

Calling

- committed Christian who is completely in sympathy with the calling and mission of Open Doors
- passionate about the persecuted church, with a vision and passion for communicating the message of the persecuted church

Culture

- chemistry with Open Doors staff
- commitment to Open Doors' Core Values.

In addition, it would be beneficial for you to demonstrate the following:

- Degree or equivalent
- experience of strategies to increase the engagement of major donors or private sector equivalence
- experienced in fundraising or related field communicating with high-net-worth individuals
- marketing experience
- passionate about the persecuted church with a vision and passion for communicating the message of the persecuted church
- strong networks/connections within the UK Christian community.

Enhanced disclosure information may be requested from the DBS in the event of a successful application.



Our Statement of Faith

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;
and in Jesus Christ His only Son, our Lord,
who was conceived by the Holy Spirit;
born of the Virgin Mary;
suffered under Pontius Pilate;
was crucified, died and was buried.
He descended into hell,
the third day He rose again from the dead;
He ascended into heaven, and sits at the right hand of God the Father Almighty,
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;
the holy Christian Church;
the communion of saints;
the forgiveness of sins;
the resurrection of the body;
and the life everlasting.