



Job Description

Job: Partnerships 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 Major Donor, Trusts, Churches team and Legacy team by managing the administration of the 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 Head of Partnerships and form close working relationships with: Relationship Managers, Supporter Services, Data Analyst, Finance Team, Marketing and Communications, and ODI Project Information.

Hours

37.5 hours per week. Usually worked between 8am to 6pm Monday to Friday. 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 Relationship Managers as they work with a caseload of donors by handling all major gift correspondence, update activities on CRM and identify engagement opportunities.
- Manage the engagement plan for each donor and remind the Relationship Manager 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 Manager 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 Manager and the caseload donors.

B) Research and reporting

- Conduct donor research (from CRM data) at the request and direction of the Relationship Managers.
- Produce and maintain tracking reports for the Relationship Managers on caseload performance and activity.
- Produce and maintain tracking reports for the Head of Partnerships for new income and the identification of potential partners.
- Secure appropriate project information, including budgets, offers, proposals and asks, including impact/proof of performance information that will be used by the Relationship Managers to let each donor know how their support and prayers are making a difference.
- Create monthly reports, as required by the Head of Partnerships, which accurately reflect and assess Relationship Manager activity and performance.

C) Administration

- Other activities to support Major gifts. Coordination and administration of meetings, both internally and with donors.
- Diary management for Relationship Managers and Head of Partnerships.
- 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

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.

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:

- contributing to and leading 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 and your closest colleagues
- working in such a way so as to reflect biblical principles of leadership and service
- applying biblical principles of godly stewardship to operational responsibilities
- to be open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else to apply principles of good Christian stewardship to all matters involving money.

Limits of Authority

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

Who you are

You will demonstrate the following essential criteria for this role:

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 Manager while adhering to the policies and procedures of the organisation
- ability to keep the Relationship Manager organised and communicating with caseload donors according to the plan the Relationship Manager has 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

Culture

- chemistry with Open Doors staff
- commitment to Open Door's core values.

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

- Degree or equivalent

- experience of developing strategies to increase the engagement of major donors
- Member of the Institute of Fundraising
- experienced fundraiser with a strong track record of achieving results from 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.