

FACE TO FACE FUNDRAISING FESTIVALS & TEAM COORDINATOR JOB DESCRIPTION



MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK

APPLICATION INFORMATION PACK

JOB TITLE:	Face to Face Fundraising Festivals and Team Coordinator (FFFTC)
DEPARTMENT:	Fundraising
HOURS:	40 hours per week, Mon – Fri
LENGTH OF CONTRACT:	FTC until October 2023
LOCATION:	London
REPORTS TO (JOB TITLE):	Face to Face Manager
SALARY:	£33,077.68 per annum (£29,577.68 p.a. non-London weighting)

JOB PURPOSE

Coordinate and plan logistics for MSF UK's F2F Fundraising at music festivals and special events. Act as an onsite leader for all MSF staff to facilitate a high performing Fundraising and Public Engagement exhibit.

Work with the F2F Development Coordinator and Team Coach to ensure that all F2F staff are working effectively to recruit regular donors and be responsible for all volunteer staff, ensuring that they are properly briefed and are working effectively with the F2F team.

Ensure that MSF's presence at festivals runs smoothly and self-sufficiently, act as a main point of contact with festival staff while on site. This involves being responsible for the day-to-day management of the fundraisers, monitoring and evaluating their performance, providing coaching, motivation, training and support.

To work closely with the F2F Manager to outline the team's strategy, develop the program and continually adapt to the challenges of the wider fundraising sector.

To work closely with the F2F Manager and F2F Development Coordinator to develop opportunities for the team. This involves building relationships with MSF stakeholders, providing key logistical support at events, as well as managing the team and ensuring face to face income is on target.

The postholder will be responsible for managing all Team Leaders and F2F Fundraisers.

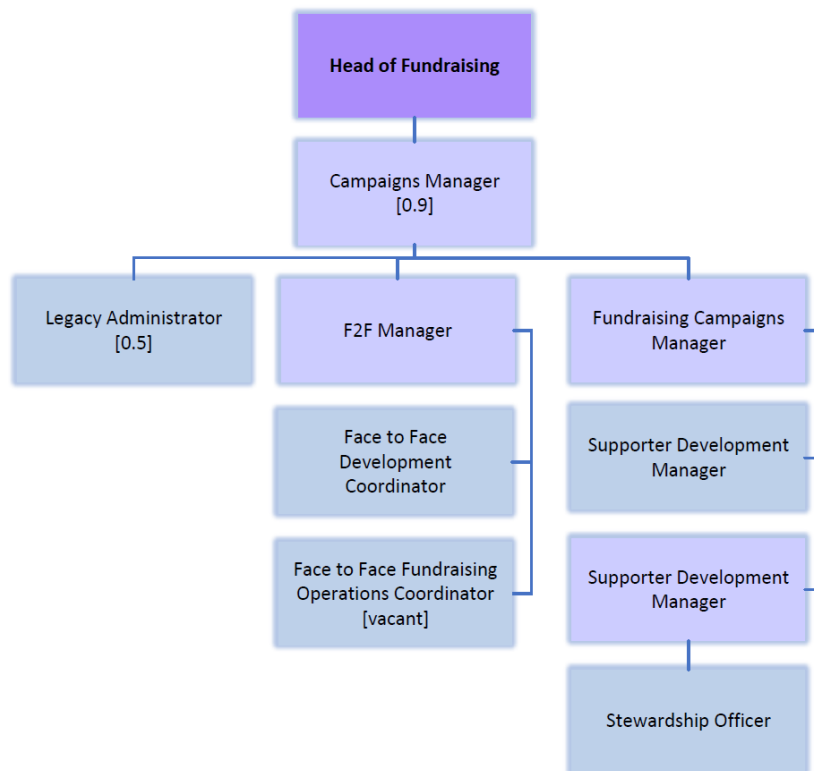
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DIMENSIONS

The FFFTC is accountable for the day to day management and performance of the F2F team. The FFFTC is responsible for implementing parts of the F2F strategy as instructed by the FTFM. The FTFOC line manages up to 20 staff, including Senior Team Leaders, Team Leaders and Fundraisers. This role plays a pivotal role towards the F2F recruitment target of roughly 4000 donors a year of which 2000 will be recruited during the Festival season.

ORGANISATIONAL STRUCTURE

Face to Face Fundraising Team:



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CONTEXT

The Fundraising Department raises private income for MSF field operations globally, and to cover MSF's administration costs in the UK. The Fundraising Department contains the Major Gifts, Individual Giving and Supporter Care teams and in 2021 a team of around 35 people delivered income of £65.5 million.

The Individual Giving Team is headed by the Head of Individual Giving. This Team is responsible for recruiting and developing our support from private individuals, raising 80% of MSF UK's total income in 2021.

The Individual Giving Team actively raises funds from the public, recruiting and maintaining this support through direct marketing campaigns, created in partnership with professional agencies. The Individual Giving Team works very closely with the Communications and Digital teams.

Our goal is to build loyalty by bringing supporters closer to the people that MSF assists, and the medical action that private donations make possible. MSF UK prides itself on the accessibility of the Fundraising team to our supporters and the provision of excellent supporter care; this is central to the philosophy of the team.

This role is required to work closely with the Campaigns Manager, teams within fundraising, Public Engagement, HR colleagues, field staff and our safeguarding team.

Liaise with other teams within MSF to identify learning and development opportunities for F2F fundraisers.

ACCOUNTABILITIES

1. Day to day management of the team

KEY PERFORMANCE INDICATORS

1. Manage and develop the F2F team members by providing coaching and ensuring that ongoing training is available to the team. This involves drawing on fundraising knowledge and expertise to support team members to effectively engage with MSF supporters, providing a high standard of excellent donor recruitment for MSF.

Provide expertise in face to face fundraising techniques, objection handling, codes of conduct and day to day operations. Ensure team members are familiar with and can use appropriate fundraising techniques to help develop their skills.

Ensure sensitive donor information is handled in compliance with data protection legislation and GDPR.

Spend at least 40% of every week working alongside the team prior to the Festival season supporting the team and leading from the front with own fundraising whenever possible while familiarizing with our ways of working.

Ensure that the team is always focused on quality and that all fundraisers are always following the Institute of Fundraising (IOF) Codes and guidelines and MSF policies.

Provide leadership by setting high team standards.

Set weekly and monthly targets to meet total yearly goal of supporters/points.

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<p>2. Support the F2F recruitment process for the face to face team.</p> <p>3. Lead MSF teams at Festivals and various events across the UK.</p>	<p>Ensure that the team is always focused on quality and that all fundraisers are always following the Institute of Fundraising (IOF) Codes and guidelines and MSF policies.</p> <p>Help planning weekly rotas and travel arrangements for the team.</p> <p>Report to the F2F Manager on a weekly basis regarding progress and performance of the team according to agreed targets and KPIs. Be responsible at times for the termination of fundraiser's assignments with MSF.</p> <p>Ensure all paperwork and administration e.g. timesheets are completed accurately and on time, and that all procedures are followed correctly.</p> <p>Keep up to date with MSF's work and recent projects to communicate information effectively to members of the public and to represent MSF's work accurately; motivate and inspire the general public to make a regular donation to MSF via direct debit.</p> <p>Set up fortnightly KPIs reviews with each member of the team and enforce performance plans when needed. Provide additional coaching and sharing of knowledge.</p> <p>Carry out monthly review meetings with all F2F staff to feedback on performance and agreeing new goals. Maintain 'Development Diaries' for Fundraisers to map out their development and training needs.</p> <p>Be responsible for the day-to-day management of F2F software platforms. Report on any malfunctions with software platforms or improvements that can be made to the sign-up process to ensure efficient, prompt and secure collection of data.</p> <p>2. This includes monitoring and evaluating the needs of the team, shortlisting candidates, running interviews and designing assessments, recruiting and training new staff members. Work closely with the F2F Development Coordinator and Team Coach to ensure that onboarding for F2F staff is in line with process.</p> <p>Liaise with HR / payroll provider in collaboration with the Face to Face Manager to provide feedback on interview candidates, updates on Fundraiser performance, discuss HR needs and maintain a recruitment schedule to ensure consistency of team capacity. Assist the F2F Manager in managing communication with the F2F HR providers to ensure that regular recruitment needs are met.</p> <p>3. Ensuring all events are planned in a timely manner and ensure all staff are upholding to the highest behavioural and fundraising standard throughout the events.</p> <p>Set individual festivals and events targets, in agreement with FTFM, to ensure that overall Festival target of 2000 donors is met.</p>
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<p>4. Work alongside the F2F Manager and Team Development Coordinator to build and develop good working relationships with MSF site booking agencies and all other F2F suppliers.</p> <p>5. Alongside the F2F Team Development Coordinator and FTFM lead in delivering the highest level of safety and security for the F2F team and on ensuring the team is compliant with current legislation.</p>	<p>Be main point of contact and on-site Manager throughout shift and lead by the front with own fundraising.</p> <p>Ensuring the whole team is upholding the highest behavioural standards throughout the event both during work and non-work hours.</p> <p>Responsible for festivals and events logistics. This includes but it's not limited to: Inventory of equipment prior to the event, organisation of travel for Fundraisers and occasionally Field staff, liaise with event contacts, delivery and return of Land Cruiser, opening and closing exhibit, visit storage facility in Micheldever to evaluate kit condition and replacement needs.</p> <p>Manage expenditure against agreed budget and logistics for smaller events and road trips for the F2F team.</p> <p>4. Communicate effectively with agents to ensure sufficient site capacity is organised across the team week on a weekly basis. Provide clear feedback to suppliers to ensure that any logistical issues are dealt with promptly. Ensure suppliers can maintain sites and locations. Work with suppliers to adapt to weather conditions and re-allocate fundraisers accordingly to ensure maximum use is made of working hours.</p> <p>Assist the F2F Development Coordinator in identifying alternative fundraising sites without using an agent, research and approach new sites using formal proposals.</p> <p>Work alongside the Development Coordinator to identify the best fundraising locations and evaluate new opportunities with site brokers.</p> <p>5. Act as focal point for the delivery of safe working environment for F2F staff, carrying out constant review of practices to ensure the safest possible approach. Assist in developing an ongoing strategy for safeguarding and security of staff.</p> <p>Act as a liaison between F2F and the Safeguarding Lead to ensure that MSF standards are being realised in the field.</p> <p>Lead on compliance - keep abreast of any legislative or regulatory changes which impact on the work of the team and take appropriate action to evaluate these and implement any changes.</p> <p>Ensure that all Safeguarding measures are enforced at all times and kept up to date adapting to the needs of the team and the recommendations made by the Safeguarding lead.</p> <p>Be the first point-of-call for staff who have safeguarding concerns</p>
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<p>6. Be accountable for achieving Festival and events targets, in accordance with agreed Key Performance Indicators (KPIs).</p>	<p>6. Work closely with the F2F Manager to monitor and develop the face to face program. This includes assessing the needs of the team, the approach taken, monitoring and developing the face-to-face fundraising strategy particularly around festivals.</p> <p>Support the F2F Manager in researching and developing tools or equipment used by the team to recruit donors. Research new tools and products which could benefit the team and increase results. Assist on implementation of new tools / products e.g. new F2F software platform.</p> <p>Weekly meeting with the Team Development Coordinator and F2F Manager (via meeting in person) regarding team performance, learning and development needs and safeguarding.</p>
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CHALLENGE & CREATIVITY / DECISION-MAKING

The postholder will need to be flexible and good at connecting with internal and external stakeholders as MSF is fast-changing both internally and responding to external conditions, we are a fast paced and innovative fundraising team.

Emergency fundraising and changing contexts within our work means the postholder needs to be adaptable and able to help guide the face-to-face teams in handling the changing contexts and environments.

The postholder will be supporting the FFTM in providing leadership to the team and solutions to risks/issues particularly around safeguarding.

The postholder is required to be proactive in ensuring the face-to-face team work in positive environments while maintaining high levels of performance.

KNOWLEDGE, SKILLS & EXPERIENCE

- Substantial experience working in a logistics capacity, preferably in the music industry
- Expert knowledge of F2F Fundraising techniques and best practice
- Significant working knowledge of private site fundraising is preferrable
- Excellent interpersonal skills with an ability to build relationships, rapport with supporters and work within a team environment
- Committed, reliable and resilient
- A proven track record of target achievement and commitment to meeting targets and deadlines
- IT literate – strong Microsoft Office skills (Word, Excel, PowerPoint) and ability to use Adobe Photoshop
- Experience using fundraising platforms such as Waysact, Evergiving etc
- Excellent communication skills with the ability to communicate MSF's work, carry out presentations and produce written documents to a high standard
- Proven ability to work independently within a team environment
- Flexibility to take on other related tasks combined with a willingness to learn
- Fluency in written and spoken English
- Commitment to the aims and values of Médecins Sans Frontières

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- Ability and flexibility to travel in London and the UK and to work over weekends
- Good knowledge and understanding of most common safeguarding needs and risks of a F2F team
- Full UK driving license is preferable

ADDITIONAL INFORMATION

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Sponsorship/visas will NOT be provided for this position. If you are not sure about your right to work status in the UK and/or would like to discuss this, please contact recruitment.UK@london.msf.org.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Incomplete applications will not be considered.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV

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- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 5 March 2023, 11:59pm (GMT)**
- **Interviews: March 2023**

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

We look forward to receiving your application!