



## **MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK**

### **JOB DESCRIPTION**

**Job Title:** Face to Face Operations Coordinator

**Department:** Fundraising

**Hours:** 40 hours per week

**Reports to:** Supporter Recruitment Manager

**Location:** London

**Duration:** 14 months contract

**Salary Grade:** 2.1

**Salary:** £33,077.68 per annum (£29,577.68 p.a. non-London weighting)

### **MÉDECINS SANS FRONTIÈRES/DOCTORS WITHOUT BORDERS (MSF)**

Médecins Sans Frontières/Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an international medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organizations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 40,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues and recruiting field staff. MSF UK personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

### **FUNDRAISING DEPARTMENT**

The Fundraising Department generates all UK income for MSF field operations globally and is solely responsible for covering MSF's operating costs in the UK. The Fundraising Department contains the Campaigns, Major Gifts, Community and Events and the Supporter Care teams. Along with the Digital team they delivered an income of £68.2 million in 2020.

The Campaigns team is headed by the Campaign Manager. This team is responsible for recruiting and developing our support from private individuals, raising 73% of MSF UK's total income in 2020.

The Campaigns team actively raises funds from the public, recruiting and maintaining this support through direct marketing campaigns, created in partnership with professional agencies. The team fundraises using channels such as Face to Face, TV, press, inserts and direct mail. The Stewardship

Officer manages and develops all fulfilment and maps donor journeys for all channels. The Campaigns 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.

## **JOB PURPOSE**

To manage and develop MSF's F2F team and help to grow MSF UK's regular giving income. 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 to develop opportunities for the team, leading the team at various events and festivals. 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 role is responsible for managing all Team Leaders and F2F Fundraisers.

**Will work closely with:** F2F Development Coordinator (FTC) and F2F Manager (FTM)

## **MAIN DUTIES AND RESPONSIBILITIES**

- 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.
- 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.
- Provide leadership by setting high team standards, implemented through the line management and development of the team, ensuring teams are effectively coached and managed to achieve high quality donor recruitment. Provide development training to Team Leaders, instructing them how to train and use delegated authority to manage Fundraisers.
- Lead the recruitment process for the face-to-face team. 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 to ensure that onboarding for F2F staff is in line with process.
- 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.

- Analyse MSF's Face to Face attrition reporting and mystery shopping feedback provided by the Development Coordinator to assess training needs of both the team and individual fundraisers.
- Work alongside the Development Coordinator to identify the best fundraising locations and evaluate new opportunities.
- Lead MSF teams at Festivals and various events across the UK.
- 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.
- Be the first point-of-call for staff who have safeguarding concerns.
- Manage expenditure against agreed budget and logistics for smaller events and road trips for the F2F team.
- Manage all MSF's stock and ensure equipment and uniform is maintained and allocated to the team correctly. Maintain the face to face equipment to ensure MSF's public facing image is of the highest quality and materials are in excellent condition and on brand.
- 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.
- 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. Take charge of upkeep and repairs to iPads and display equipment.
- Work with the F2F Development Coordinator to develop new and upgrade existing materials, manuals and training information for new Team Leaders and Fundraisers.
- 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.
- Set up fortnightly KPIs reviews with each member of the team and enforce performance plans when needed. Provide additional coaching and sharing of knowledge.
- Report to the F2F Manager on a weekly basis regarding progress and performance of the team according to agreed targets and KPIs. Be responsible for the termination of fundraiser's assignments with MSF.
- Assist in reporting on the cost effectiveness of team and help to take action to maximise Return on Investment (ROI) through staff retention, review of processes and procedures, monitoring of performance of team and individuals, and addressing areas where improvement is needed.
- Arrange weekly rotas and travel arrangements for the team.
- Ensure all paperwork and administration e.g. timesheets are completed accurately and on time, and that all procedures are followed correctly.
- 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.
- Ensure sensitive donor information is handled in compliance with data protection legislation and GDPR.

- Spend at least 60% of every week in the field supporting the team and leading from the front with own fundraising whenever possible.
- 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.
- Represent MSF as instructed by the F2F Manager at F2F Conference, F2F Hub and other events to keep abreast of best practices, use of technology and to benchmark results.
- Set weekly and monthly targets to meet total yearly goal of supporters/points.
- 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.

## **PERSON SPECIFICATION**

### **Essential knowledge, skills and expertise:**

- Substantial experience of managing and coaching F2F Fundraising teams.
- Expert knowledge of F2F Fundraising techniques and best practice
- Strong working knowledge of private site fundraising
- Excellent interpersonal skills with an ability to build relationships, rapport with supporters and work within a team environment
- Committed, reliable and resilient.
- Managing field-based Team Leaders and F2F Fundraisers; Recruiting, inducting, training, developing, managing and monitoring performance.
- 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
- Ability and flexibility to travel in London and the UK
- Good knowledge and understanding of most common safeguarding needs and risks of a F2F team.

### **Desirable:**

- Experience working and managing F2F teams at festivals and events
- Knowledge and experience working with an International Aid organization

### **Candidates must have the right to work in the UK.**

**MSF UK/IE 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.**

## **HOW TO APPLY**

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation** by the closing date.

## APPLICATION CHECKLIST

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

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

### Recruitment timetable:

- **Closing date for applications: 8 July 2022, 11.59pm (BST)**
- **Interviews: w/c 18 July 2022**

## ADDITIONAL INFORMATION

For an informal discussion about the role, please contact Alessandro Oliveri (Face to Face Manager) on [Alessandro.Oliveri@london.msf.org](mailto:Alessandro.Oliveri@london.msf.org) or Shona Barnes (Campaigns Manager) on [Shona.Barnes@london.msf.org](mailto:Shona.Barnes@london.msf.org)