

Role Profile

Overview	
Role	Partnerships Development Coordinator
Main Purpose	The focus of this position is to identify, nurture and secure income from new and existing monthly and annual donors growing the portfolio and income on a month by month basis. This role will also identify and upgrade monthly donors into higher levels of our donor portfolio. Additionally, this role will provide comprehensive administrative assistance, focusing on fundraising and event support, effective database management and reporting.
Department	Philanthropy
Location	Manchester (Minimum 1 day a week in Manchester Head Office)
Reporting To	Philanthropy Development Manager
Main Duties	
<ul style="list-style-type: none"> • Manage the ongoing solicitation and cultivation of monthly and annual donors - select and meet with top 3-5% of those that are most active. • Actively add new donors to your portfolio - you will be targeted on month by month growth. • Promoting regular giving and new sign-ups through church connections, including speaking engagements and events • Phone outreach to new monthly donor prospects not in an assigned middle or major donor portfolio. • Upgrade calls/emails to current monthly donors. • Oversee the process to ensure monthly donors do not lapse in giving from expired creditcards, missing checks, etc. • Provide excellent customer service as first point of contact for donors calling the organisation. • Ensure donors, income gifts and other management information, including on our CRM database, is maintained and deployed effectively by all country development staff and can be used to create accurate reports on the progress of our strategies. 	

- Provide administrative support to the Communications and Marketing team as required on marketing resources and initiatives.
- Understand and uphold the standards outlined in the Hope for Justice Safeguarding policies including our GDPR regulations, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with our work and reporting concerns if they do arise.

Soft Skills

- Communication (written and verbal)
- Prioritization and problem-solving
- Organisation and planning
- Teamwork
- Research and analysis
- Attention to detail
- Flexibility and efficiency

Technical Skills

- Microsoft Word, Excel, Outlook, Powerpoint, SharePoint
- Project Planning
- CRM management
- Calendar management
- Editing and Proofreading
- Billing and record-keeping
- Fluent English language skills (Spoken and Written)

Experience & Education

- Strong relationship management skills, and the ability to work effectively with very senior stakeholders and across a team based in different regional offices
- Excellent interpersonal, telephone and written manner
- Experience of reaching income targets and building relationships with a range of external/internal stakeholders
- Experience of providing administrative support to a team or individual
 - Highly organised and thrives on multi-tasking in a fast-paced and target-driven environment
- Excellent presentation and communication skills and high personal credibility
- Experience of monitoring, evaluation and analysis in a previous role
- Ability to work independently
- Experience of working with data and building reports within a CRM system
 - Computer/IT skills and knowledge of Microsoft Office, including Word, Excel and PowerPoint