



APPLICATION INFORMATION PACK

JOB TITLE:	Face to Face Development Coordinator (FFDC)
DEPARTMENT:	Fundraising
HOURS:	Full time ,37.5 hours per week (Mon-Fri)
LENGTH OF CONTRACT:	Fixed Term, 14 months (Sabbatical cover)
LOCATION:	London - Hybrid Working
REPORTS TO (JOB TITLE):	Face to Face Programme Lead
SALARY:	£39,689.92 per annum
BENEFITS:	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>

OVERVIEW OF DEPARTMENT

The Fundraising Department raises private income for MSF field operations globally, and to cover MSF's administration costs in the UK.

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.

JOB PURPOSE

To develop MSF's face to face team, helping to grow MSF UK's regular giving income. This involves being responsible for the creation and delivery of training to enhance the learning and development of the team, producing reports on results and ensuring insight is shared with the wider team, overseeing internal communications, and overseeing the welcome calling process to ensure all donors receive high quality calls.

To provide support to the F2F Programme Lead to outline the team's strategy, develop the programme and continually adapt to the challenges of the wider fundraising sector.

Overseeing all aspects of training and development of the team including managing external providers and lead on creating and updating training materials.

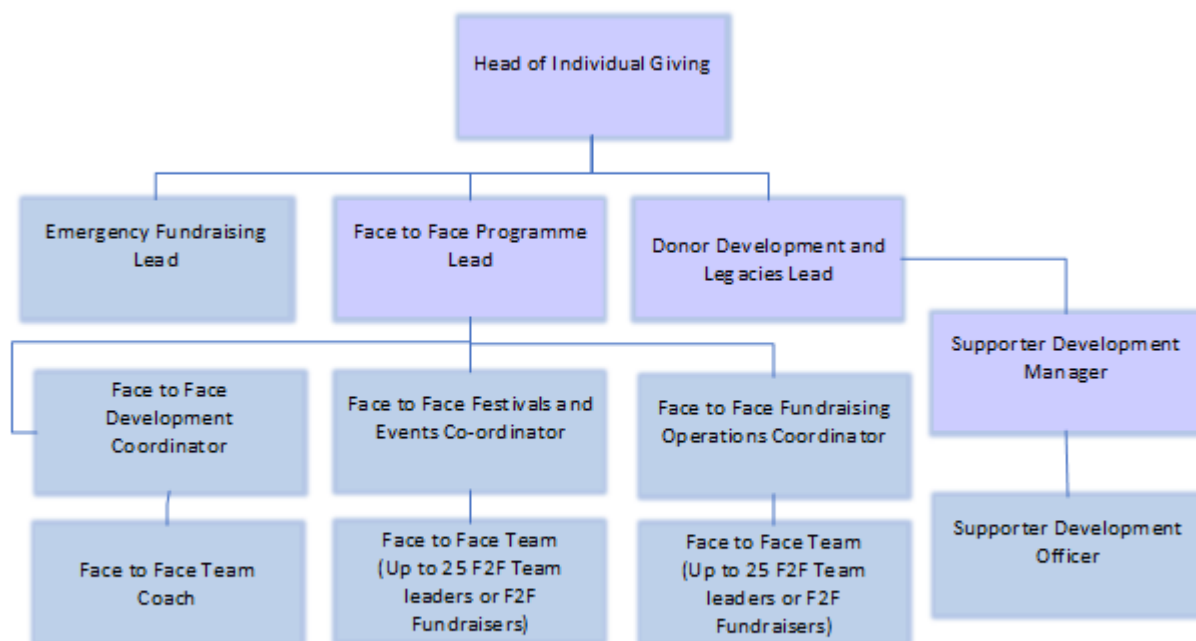
Empower the F2F team to inspire and motivate members of the general public about MSF's work. To recruit long term donors, via face-to-face fundraising in private sites festivals and events whilst ensuring the highest standards of fundraising are maintained.

DIMENSIONS

The FFDC manages a delegated budget of up to £75,000, this role manages the in-house face-to-face learning and development programme. This role is responsible for leading the training and development strategy for the face-to-face fundraising team.

Safeguarding is a key focus for this role, so this is a high level of responsibility for the role.

ORGANISATIONAL STRUCTURE



CONTEXT

The Fundraising Department contains the Philanthropy, Individual Giving and Fundraising Operations teams and in 2023 a team of around 35 people delivered income of over £77 million.

This role is required to work closely with the Head of Individual Giving, teams within fundraising, Public Engagement, People Department colleagues, internationally mobile staff and our safeguarding team.

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

ACCOUNTABILITIES

1. Lead and develop the strategy for all learning and development needs of the F2F Campaign.

2. Manage all donor facing F2F communications (excluding stewardship).

KEY PERFORMANCE INDICATORS

1. Produce training sessions to respond to the needs of the F2F team. Work with the F2F Festival and Events Coordinator, F2F Ops Coordinator and F2F Coach to identify learning gaps for each Fundraiser and for the team, including management of the F2F training calendar.

Work with the People Department to identify in-house learning opportunities to enrich the skillset of the F2F team and their knowledge of MSF field operations. Stay abreast of best practice within the MSF movement and wider F2F community to ensure that MSF UK F2F provides the best possible training programme for Fundraisers.

Schedule and organise regular refresher training at least once a month. Liaise with the Public Engagement Team to organise speakers to present to the team and at F2F events on MSF projects and operational updates. Identify external training suppliers and opportunities while being in charge of dedicated training budget (variable depending on the size of the team).

Organise the induction training and process for Internationally Mobile Staff in preparation for the festival season.

2. These communications include welcome calling, quality checking internal or external callers work on a weekly basis, listening to calls and attending regular meetings with them, ensuring donors receive excellent supporter care and feel welcomed to the MSF team, checking outcomes and providing

<p>3. To lead on reporting within the F2F team.</p>	<p>regular reporting for fundraiser feedback.</p> <p>Manage the F2F inbox and respond to any donor communications. Work closely with the F2F Programme Lead to support on inbound F2F communications from donors and members of the public.</p> <p>Work with the F2F Programme Lead and Digital team and Supporter Development Officer to assist in delivering high quality, bespoke welcome materials, and other resources.</p> <p>3. Deliver insights into productivity and early and long-term retention of donors. Produce individual attrition and performance reporting for each member of the F2F team and top-level attrition reporting for the campaign.</p> <p>Support the F2F Programme Lead to identify areas of improvement in our reporting systems and performance management tools (e.g. income targets for fundraisers by month 6, 12 etc.)</p> <p>Support the F2F Programme Lead to perform historical data analysis and track performance on a daily, weekly and monthly basis.</p> <p>Analise MSF's face to face attrition reporting and mystery shopping feedback to assess training needs of individual fundraisers, supporting them to reach their targets and to sharpen their fundraising skills, increase their KPIs and in doing so enhance the performance of the face-to-face programme. This may involve designing ad-hoc training plans for individuals and providing additional coaching and sharing of knowledge.</p>
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<p>4. Direct Recruitment</p> <p>5. Alongside the F2F Operations Coordinator and Festivals and Events Coordinator lead in delivering the highest level of safety and security for the F2F team and on ensuring the team is compliant with current legislation. Act as safeguarding lead for the F2F team.</p> <p>6. Support the F2F Operations Coordinator and Festivals and Events Coordinator in managing and developing the performance of the face-to-face team.</p>	<p>4. Coordinate all direct recruitment activities this includes the line management of the In-House Direct Recruitment officer.</p> <p>Ensure that the highest quality of candidates is always shortlisted for F2F interviews and regularly review the Direct Recruitment process.</p> <p>Liaise with the People Department to facilitate the inclusion of F2F vacancies on the MSF website and all other platforms.</p> <p>5. Act as a liaison between F2F and the Safeguarding Team and The People Department to ensure that MSF standards are being realised in the field.</p> <p>Facilitate safe space sessions once a month alongside the F2F Coach.</p> <p>Monitoring the incident log, ensuring the F2F management team are supported in responding to incidents on site.</p> <p>Act as Safeguarding Lead for the F2F team. Regularly review safeguarding policy and procedure, ensuring processes are kept up to date and are being implemented. Offer ad-hoc support to individual affected by Safeguarding incident while at work.</p> <p>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>Be responsible for creating process documentation for the F2F campaign.</p> <p>6. Line manage a "Team Coach" that will be in charge of delivering induction trainings to new starters</p>
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and the wider F2F team.

To provide operational support to the F2F Operations Coordinator and Festival and Events Coordinator in order to contribute to the motivation of a high performing team of F2F Fundraisers who inspire members of the public to become regular givers.

Support Fundraisers and Team Leaders development through inclusion in training and development activities.

Weekly meeting with the F2F Operations Coordinator, Festival and Events Coordinator, F2F Programme Lead and Head of IG regarding team performance, learning and development needs and safeguarding.

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

Be accountable for supporting others to achieve daily goals or targets, in accordance with agreed Key Performance Indicators (KPIs). Assist in providing expertise in F2F fundraising techniques, objection handling, codes of conduct and day to day operations as required.

Spend up to 40% of every week supporting the team in the field to identify firsthand what the training needs are. Provide personal insights on individual fundraisers to support the F2F Operations Coordinator and Festival and Events Coordinator

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.

<u>CHALLENGE & CREATIVITY / DECISION-MAKING</u>	
<p>We are a fast paced and innovative fundraising team. The job holder 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.</p> <p>Emergency fundraising and changing contexts within our work means the role holder needs to be adaptable and able to help guide the face-to-face teams in handling the changing contexts and environments.</p> <p>The role needs to support the FFTFM in providing leadership to the team and solutions to risks/issues particularly around safeguarding.</p> <p>This role is required to be proactive in ensuring the face-to-face teamwork in a positive environment, have a positive culture and that potential risks are proactively managed in terms of learning and development for the team.</p>	
<u>KNOWLEDGE, SKILLS & EXPERIENCE</u>	
<ul style="list-style-type: none">• Extensive experience working in Face-to-Face Fundraising.• Extensive experience designing and delivering F2F training and development programs.• Strong knowledge of safeguarding in F2F Fundraising and managing safeguarding incidents.• Demonstrable commitment to empathic management style.• Previous experience or knowledge in applying trauma informed practice.• Good level of understanding of the importance and benefits of reflective group practice or safe spaces sessions for a F2F fundraising team.• Experience of providing professional and wellbeing support to staff following safeguarding incidents.• Excellent oral communication skills including telephone manner and public speaking.• Good interpersonal skills with an ability to build relationships, rapport with supporters and work within a team environment.• Committed, reliable and resilient.• Ability to understand and interpret data to deliver insights & reporting.• Good attention to detail.• Proven ability to work independently within a team environment.• Flexibility to take on other related tasks combined with a willingness to learn.• Experience dealing with both external and internal stakeholders.• Experience working and managing F2F teams at festivals and events.• Proficiency in MS Office products such as Excel, Word, and Teams.• Expert knowledge in F2F fundraising platforms such as Evergiving, Formunauts.• Basic knowledge of reporting and database platforms.• Fluency in written and spoken English.• Commitment to diversity, equality & inclusion.• Commitment to creating a safe organizational culture.• Ability and flexibility to travel in London and the UK.	

COMPETENCIES

Respect:

- a. Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- b. Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- c. Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- a. Acts by example, modelling the behaviour expected from team members.
- b. Seeks out and offers each team member an equal opportunity and tools to succeed.
- c. Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- a. Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- b. Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- c. Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- a. Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- b. Strives for efficiency in every aspect of their work.
- c. Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are reached.

Empowerment:

- a. Instills acceptance and optimism in the team.
- b. Allows time and space for people to open, take appropriate risks, leading to a sharing of knowledge and open communication.
- c. Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

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

Recruitment timetable:

- **Closing date for applications: 9th October 2024 at 11:59pm.**
- **First round interviews: w/c 14th October 2024.**

ADDITIONAL INFORMATION

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.

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. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.

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

Interviews will be held on a rolling basis. Please apply as soon as possible as we reserve the right to close the application early if we find a suitable candidate.

We look forward to receiving your application!