

Forward Action - Partnerships Officer

Job Description

Who we are

[Forward Action](#) is an employee-owned agency that works with partners who share our values to deliver progressive change. We do this by helping them unlock the potential of people power through digital channels. From developing strategies and building movement stories to setting up landing pages and running ads – and everything in between – we help our partners maximise the power of digital to achieve their goals.

We work with incredible organisations across the NGO sector to help them maximise this opportunity and drive change. From [influencing a crucial vote in the House of Lords with Dignity in Dying](#), [raising millions with Refuge](#) and rapidly [recruiting supporters to stop the Rwanda deportations with Freedom From Torture](#), to helping mobilise thousands to turn up to Extinction Rebellion's The Big One, we help our partners to achieve phenomenal impact. We'd love you to join us to ensure we can continue to do so.

About the role

As Forward Action's Partnerships Officer, you'll help more progressive organisations embrace digital mobilisation to drive real-world change.

In this fast-paced role, you'll be supporting the Partnerships Director in ensuring the success of our partnerships with charities and other NGOs. You'll be laying the foundations for genuinely collaborative and impactful relationships: you'll manage the administration side of our process from initial contact and briefing, through proposal management, all the way to issuing contracts and drafting scopes. You'll also be the first point of contact for enquiries, managing our inbox and communicating with partners to build strong relationships from the start.

You'll champion the partner experience and ensure that we are delivering value at all times. You'll also have the opportunity to develop your relationship building skills by meeting with prospective partners, understanding their goals and exploring how digital mobilisation – and Forward Action – can help achieve them.

You'll be working alongside kind and hardworking people, all passionate about making a difference. We have a supportive, open and inclusive culture. And we have a roster of fantastic partners with whom we're delivering impact on everything from climate change to refugee rights.

This is a permanent, full time role, which at Forward Action is a 30-hour, four day week delivered Monday-Thursday. Hours can generally be delivered flexibly, with some core times all co-owners need to be available.

What you'll do as part of our team

- **Run the day-to-day operation of our partnerships programme**
 - Manage our partnerships inbox, responding to enquiries in a timely manner, and maintain good contact with partners over email
 - Organise meetings with prospective partners, prepare agendas, record key actions and make sure they're followed up
 - Manage partnerships communications and workflows across our systems, ensuring that we provide a brilliant experience to our partners
 - Run our partner onboarding and project setup process, including: drafting and issuing scopes of work, producing contracts and ensuring they get signed*, working with our finance team to make sure invoices are generated and paid on time, setting up projects on our project management system, while keeping partners informed throughout the process.
 - Maintain accurate records for all our partnerships
 - Ensure that we capture the data we need to report on our performance so that we can continually improve - and make suggestions on how we can do things differently
 - Identify opportunities to improve our prospective and existing partners' experience, resulting in more new and repeat partnerships
 - Share partnership updates with our teams and identify and organise opportunities to improve visibility and collaboration
 - Assist with quoting and, occasionally, proposal writing for smaller projects

**Please note that you don't need any legal expertise*
- **Support the delivery of our marketing programme**
 - Coordinate our marketing plans and work closely with freelancers and colleagues to ensure we produce brilliant content and share it across our channels (email, website, socials etc)
 - Research and identify potential marketing content
 - Manage the delivery of our webinar programme
- **Develop your skills in building relationships with prospective partners**
 - Join calls with our Partnerships Director and new prospective partners to discuss how Forward Action can help them hit their goals
 - Take the lead on briefing our strategy teams on new projects, learning how to unpack and represent a partner's goals and needs

- Attend sector events to network and make connections with potential partners
- As a development opportunity in the role, you will act as the new partnership lead on some projects, building relationships and leading on the response to briefs.

Benefits and location

Salary: £34,162 if you live inside London, £30,502 (plus £3,000 travel expense allowance) if you live outside London. Under our Employee Ownership Trust model, all team members will also receive an equal share of the profits each year. The amount will depend on how much profit is made.

Contract Term: This is a permanent, full time contract

Hours: We work a 30-hour 4-day week, from Monday to Thursday

Location: You can work remotely from anywhere in the UK or use our office in London Fields, East London. You will need to be able to come to London once or twice a month for in-person meetings, otherwise most of our meetings are held via video conferencing and all our workflow is built to be remote-first.

Other benefits and policies: We offer five weeks of holiday a year plus the week between Christmas and New Year, a generous parental leave policy, flexible working options and a good work-life balance, including our four day week. Forward Action is an employee owned company, so all employees are co-owners, who have an active voice in the direction of the company, and share in its successes.

Read more about our benefits – including working hours, period policy and sustainable travel allowance – [in the jobs section of our website.](#)

Abilities and experience you'll need to have

- Experience of account management or equivalent relationship-based roles in a fundraising, events, sales or marketing environment
- Experience working across multiple projects and systems, and to different deadlines
- Ability to work with a high level of accuracy and attention to detail
- Excellent organisational skills and the ability to prioritise a diverse workload
- Being comfortable working in a fast-paced environment
- Strong relationship building skills
- A positive, problem-solving attitude
- Dedication to helping build a fairer, more progressive society
- Fluency in spoken and written English

- A proactive self-starter who is able to take the initiative in your work
- A collaborative, one-team approach

Abilities and experience that are nice to have

- Experience working in the charity or NGO sector
- Experience of digital mobilisation, campaigning or fundraising
- Experience working at an agency
- Experience of proposal writing
- Experience of presenting at pitches or internal meetings

We also love a quick learner. We don't expect you to know or have done everything when you start - we'll be looking for you to pick up new skills and knowledge quickly, then run with them.

How to apply

As a mission-led organisation, we exist to try to make the world a fairer, more equitable place. That includes working to build a truly diverse, inclusive workplace and sector.

We are therefore particularly keen to receive applications from communities that experience discrimination, for example on the basis of race, disability, socio-economic status or gender identity. We believe in principles of anti-oppression and are proud to be undertaking a review of our policies, practices and processes to ensure we're embedding them internally, as well as in our work with partners.

To apply for this role, please email [hiring@forwardaction.uk](mailto: hiring@forwardaction.uk) with the following:

- An up to date CV
- A personal statement explaining why you're interested in the role and how you meet the following criteria (max 300 words per answer):
 - Experience of account management or equivalent relationship-based roles in a fundraising, events, sales or marketing environment
 - Experience working across multiple projects and systems, and to different deadlines
 - Ability to work with a high level of accuracy and attention to detail
 - Excellent organisational skills and the ability to prioritise workload

Please submit your application by 11:59 pm Thursday 6 June.

To ensure our hiring process is as fair as possible, we run an anonymised application procedure. The hiring team will see your CV and personal statement with all personal and other identifying details removed.

If you're shortlisted for the role, you'll be asked to **complete a 90-minute task from home in the week of 10th June**. A small number of candidates will then be invited to interview via video call the **week of 24th June**.