

The Conservation Volunteers

Individual Giving Executive – Recruitment Pack

Connecting People and Green Spaces



The Conservation Volunteers

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To find out more about TCV...

Visit www.tcv.org.uk

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Who we are



We are The Conservation Volunteers

We believe that green spaces are an essential part of healthy, happy communities

Our vision:

Healthier, happier communities for everyone

The opportunity to connect to nature on your doorstep and contribute to its protection should be available to everyone

Our mission:

To connect people and green spaces to deliver lasting outcomes for both

Outcomes

Environment

Green spaces are created, protected and improved, for nature and for people

Health & wellbeing

People improve their physical and mental health and wellbeing, by being outdoors, active and connected with others

Communities

Communities are stronger, working together to improve the places where people live and tackle the issues that matter to them

Learning & skills

People improve their confidence, skills and prospects, through learning inspired by the outdoors

Goals

We have set three overarching goals to drive our decision-making to 2025.

For
people
and green
spaces

Goal 1:

We will deliver, demonstrate and promote projects that deliver multiple outcomes for people and green spaces.

We believe our activities have the greatest impact when they solve multiple problems and this has always been central to our approach. We will do more to ensure that all our activities maximise the possible outcomes for people and green spaces.

A thriving
network

Goal 2:

We will do more to support and empower others to connect people and green spaces and deliver lasting outcomes for both.

We will increasingly use our national reach and extensive expertise to support local activity and work with partners to expand the role of community volunteering in green spaces.

For
everyone

Goal 3:

We will support more diverse audiences to connect with green spaces.

Everyone deserves to have nature in their lives. We will create safe, welcoming spaces for people who face barriers to accessing green space, especially those who could benefit most, and make our activities relevant and accessible for communities in which we work.



TCV Values

At The Conservation Volunteers, we:



Make stuff better

Constantly asking ourselves if we can improve on what we do and how we do it. Having a continuous learning practice at the heart of everything we do. Being curious about what others are doing outside our charity and learning from partners, volunteers and each other. Expanding our horizons to make things better.

Make a positive environmental impact

Our commitment to ensuring that everything we do contributes to building a sustainable planet. Making sure that our relationship with the natural world is at the heart of what we do and how we manage ourselves as a charity. Seeking opportunities to share our knowledge, skills and expertise with corporate partners, education, communities and individuals to maximise our impact and legacy.

Crack on and muck in

Coming to work with a mindset as a team, getting the job done, and achieving what we set out to do. Being clear on our collective purpose and shared goals; overcoming obstacles constructively and sustainably to achieve our aims without causing harm or difficulty for others.

Be the best we can be

We are committed to role modelling the best of ourselves in all that we do and how we do it. Ensuring that how we work with others is as important as what we do.

Make a difference

We have a deep desire to ensure that everything we do in how we connect with individual volunteers, with communities, with partners, and with our environment, leaves a positive and lasting ripple effect.



About the Role

This exciting role works on the implementation of our new income strategy. The strategy is aimed at growing our supporter base and engaging existing audiences, to enable TCV to deliver its charitable mission of connecting people to green spaces, protecting nature, and restoring wildlife habitats. [TCV's Strategic Plan](#).

- £29,203.20 to £32,000 plus £3,882 London weighting if applicable
- 35 Hours per week
- Full-time
- Permanent
- Hybrid working, one to two days per week in the John Street, London office
- Driving Licence – not essential
- Monday to Friday, 9am – 5pm
- This role may require occasional travel and overnight stays within the UK.



Role Description

These are the key duties of the role:

- To play a central role in the immediate Fundraising team and the wider directorate.
- To support the development and delivery of 2-3 fundraising appeals each year, assisting in the development of the proposition, creative, messaging, and data selection and analysing all results.
- Develop and deliver new stewardship journeys through creation of emails, newsletter and website content testing and learning from results.
- To support the development of in memory and payroll giving as new income streams
- Provide excellent donor care at all times – through phone calls, emails, and written communications.
- Utilise TCV's CiviCRM system, monitoring and analysing data to increase and engage our donor base.
- Reconcile all fundraised income with Finance records each month and log all income in CiviCRM.
- Work closely with colleagues in marketing and corporate teams.
- Any other duties that may arise from time to time pertaining to this role.

Person Specification

The successful candidate will have demonstrable experience or qualifications in the following:

Please demonstrate how you meet these criteria in your application.

Experience of ...
Working on multichannel fundraising appeals using a mix of social media, email, website, DM and newsletters
Working across a broad range of income streams – ideally including in memory and payroll giving,
Have a creative approach that will enable you to find new ways to find and engage donors.
A self-starter, you need to be a confident communicator, able to manage and develop great supporter relationships.
Be happy to work independently while part of a small close-knit team.
You will have an eye for attention to detail to ensure accuracy and credibility in your work.
Problem solving skills – enabling you to face challenges and work toward solutions to get the job done.
Keeping calm under pressure and able to manage a varied and busy workload.
Skilled using Excel (advanced skill level), Word, and PowerPoint.

Core Skills and Knowledge Framework

At TCV, we have a Skills and Knowledge framework which allows employees to understand and share the organisational skills that are required to achieve our strategy and goals. Listed below you can see a summary of the framework that we use to recruit and reward our staff and to deliver learning solutions to grow the knowledge and skills of people in TCV to increase their value to the organisation.

Delighting Customers and Volunteers	Building Effective Relationships	Leading People and Building Talent and Capability
Valuing Diversity and Integrity	Understanding TCV's Products and Markets	Managing Change and Innovation
Communicating Effectively	Understanding TCV and the Strategy	Effective Decision Making
	Delivering Results	

Safeguarding Adults and Children

Safeguarding Children and Adults at Risk is a core requirement for all services delivered by TCV.

A significant number of the volunteers, beneficiaries and visitors who attend TCV projects and sites are Children and/or Adults at Risk.

Therefore, as an Individual Giving Executive at TCV, you will be required to –

- Always act in accordance with your responsibility to safeguard the health and wellbeing of children and vulnerable adults.
- Read and adhere to the organisational Safeguarding policies and procedures and participate in related mandatory training.

Our Commitment to Equality, Diversity and Inclusion

We are committed to increasing equality, diversity and inclusion within our organisation. This means reflecting critically on issues of equality, diversity and inclusion within all that we do, identifying and taking appropriate actions to reduce inequality.

We welcome applications from anyone regardless of age, disability, ethnicity, heritage, gender, sexuality, religion or socio-economic background.

We are committed to inclusive working practices, and during the application process we commit to:

Contributing to your travel costs to the office and back for interviews if they are held in person (up to a maximum of £15.00).

Making any reasonable adjustments - for example, ensuring we have sign language interpreters organised in advance if you'd like them.

Providing this document in a Word document format readily available to download.

As a Disability Confident Employer, we commit to offering a first stage interview to disabled applicants who meet the minimum criteria for the role.

If there is anything else you're concerned about or think we could provide, please do let us know.

Benefits of working for TCV

Holiday Entitlement

Your holiday entitlement for 2024-2025 will be 33 days, including Christmas Eve and 7 towards bank/public holidays of your choice.

The public holidays are flexible to be used across the holiday year and not allocated to any specific faiths/religious events. Holidays for part-time employees and those working compressed hours will be expressed in hours but will be based on the full-time equivalent as above.

The basic entitlement increases each year up to a maximum of 31 days per year after 5 years service. Part-time employees' entitlements are calculated on a pro-rata basis.

Voluntary Pension Scheme

As a member of our voluntary pension scheme, if you contribute a minimum of 3.5% of your salary, TCV contribute the equivalent of 5% of your salary into your pension fund.

Benefits of working for TCV

Salary Exchange

The option to exchange part of your gross salary for some non-cash benefits, such as pension contributions, resulting in paying lower Tax and NI.

BUPA Health Cash Plan

You can join at a discounted corporate rate, allowing you and your family to claim back some healthcare costs, such as dental and optical.

London Weighting Allowance

A competitive allowance payable in addition to base salary for employees who work in the London boroughs.

Living Wage Foundation Employer

We are proud to be part of the Living Wage Foundation and pay at least the Real Living Wage to our employees.

Life Assurance

In the event of your death whilst employed by TCV, your beneficiaries would receive a lump sum equivalent to two times your annual salary.

Benefits of working for TCV

Health & Wellbeing

At TCV, we offer a wide variety of ways to support your health and wellbeing, from internal training courses to access to external services, all supported by our leaders and colleagues across the organisation.

We are also a Mindful Employer and a Disability Confident Committed Employer.

Health Assured – Employee Assistance Programme

The EAP offers a confidential telephone helpline for employees and their families on any issues they feel they need support or free legal advice, either in their work or personal lives, as well as access to an online portal offering access to webinars and toolkits.

Unum – Help@Hand

A free-to-access service, supporting employees and their families* with remote GP access, mental health, physiotherapy, medical second opinions, life, money and wellbeing support as well as a wellbeing calendar.

Benefits of working for TCV

Mind – Wellness Action Plans

All of our employees are encouraged to complete a Wellness Action Plan (WAP) devised by Mind, the mental health charity.

Cycle to Work scheme

A 'salary sacrifice' scheme where you agree to give up part of your salary in exchange for a bike and/or accessories. The contributions are taken from your gross salary, meaning that you pay less Income Tax and NI.

Development Leave

Paid leave (up to a maximum of 5 working days in any holiday year) available to employees who are working on an approved TCV conservation task or development opportunity.

Flexible / Hybrid Working

We recognise the importance of work/life balance and employ a high percentage of part-time workers and operate varied work patterns.

“I love working at TCV because *...”

** Actual employee quotes from our 2023/2024 People Survey*

We are just one of the best organisations around. There is a real desire in from everyone to do the best we can to help others. I'm not just moving numbers around in boxes or making profits, I'm making a difference every day.

We do amazing work that has meaning, purpose and value and makes a difference in the world.

The team I work with are fantastic, supportive and I enjoy working with them. A really supportive manager always available to listen and support even when they are busy. The flexibility in my current role is essential to my everyday life of school and nurse timings and pick up/drop offs. It's also great working for an organisation you really believe in what they do.

There is a culture between peers to help and support each other across projects and to help where we can which is amazing.

The people who work for TCV are all passionate and like-minded. They drive me on to be the best I can be in my role. As well as working with people, I am a people person and what we deliver for our volunteers always puts a smile on my face when they are enjoying themselves.

86% of employees agree or strongly agree with the statement
“Overall, my employee experience at TCV meets my expectations”

“I love working at TCV because *...”

** Actual employee quotes from our 2023/2024 People Survey*

TCV is providing me with the appropriate opportunities to progress in a career in wildlife conservation through practical and leadership skills.

I can be myself and get to support others to do so too while enhancing nature in my local area.

The philosophy of the organisation & the opportunities that these present for our environmental needs going forwards is very positive and I hope to play a big part in its expansion.

Love the volunteers and staff. Get fit. My job is involving, stimulating, interesting and gives me a sense of purpose. Great opportunities to further my job-related skills. I improve myself as a person working here.

I am supported by leaders and colleagues, and I am offered good opportunities in my role. I can see the positive impact that my work is having on the environment. I learn daily and enjoy coming to work.

I feel valued and challenged whilst contributing to the cause I am passionate about.

How to Apply

To apply

Please send your CV and cover letter to –
Nicki Taylor, Head of Fundraising and Partnerships via
nicki.taylor@tcv.org.uk

- Closing date: 19/07/2024
- Closing time: Midnight
- Send your completed Equality and Diversity form to
hr@tcv.org.uk

If you would like an informal conversation before you apply, please contact **Nicki Taylor** via the above email address to arrange a telephone call.



The Conservation Volunteers

The local charity with a national reach.

Here at TCV we have 4 outcomes which are the basis of all the work we do. These are:

- **Health & Wellbeing**
- **Community**
- **Learning & Skills**
- **Environment**

We connect people and green spaces, not only to care for our natural environment, but to provide people with a sense of community, with vital skills and training, and the ability to look after their physical and mental health.



**We bring people together
to create, improve, and care for green spaces.**

Our teams of dedicated, passionate staff and volunteers work with communities across England, Northern Ireland, and Scotland.

Through our community network, we support local community groups across the UK.

