

Telephone Fundraiser Supervisor

Role Description and Person Specification

The London Green Party and South East Green Party are aiming to fundraise for our upcoming election efforts. Our aim is to inspire members to set up monthly direct debits and help fuel success at the elections in May 2021.

As a Telephone Fundraiser Supervisor you will be providing training and support to telephone fundraisers. You will listen to some of their calls and give advice. You will ensure the smooth working of our calling software, processing of donations and the correct logging of call outcomes.

Every call will be an opportunity for us to learn about our members' experience with the Green Party.

Fundraising the targeted amount of money for our regions would be transformational. We have no doubt an increased monthly income can help us elect more Councillors and Assembly Members. You can be part of driving a Green Wave of success.

Salary: £10 an hour

Hours: 34.5 hours a week

- Weekday shifts will be 6pm - 9:30pm
- Weekend shifts will be: 3pm - 8pm
- We'd ask you to have an extra hour's worth of admin per day - 30 minutes before and 30 minutes after shifts.

Job type:

- Fixed term worker
- Paid training on 5th December
- Fundraising campaign runs from 7th December until 17th January - with an opportunity to extend.

Location: Home working but with scope for this to change to an office in Brighton

Line manager: London Campaign Manager

Expression of Interest process:

Expressions of Interest will only be accepted through the Green Party's online recruitment portal, Applied. The link for this role's application is: <https://app.beapplied.com/apply/rakppjcfv>

Closing date: 23:59 Sunday, 22nd November

Interviews: Saturday and Sunday 28th and 29th November

The Applied recruitment system is configured to ask a series of questions that will support shortlisting for this role. Each question is based on one or more of the attributes listed in the

below Person Specification and your answer will be scored based on how you demonstrate the attribute(s) that are relevant to the specific question being asked.

Please give evidence that you meet the attributes below that are marked as “Expression of Interest” in your Applied responses.

If you are shortlisted for an interview, all attributes marked “Interview” will be assessed at that stage.

Role Responsibilities:

- Training and managing telephone fundraisers to make effective fundraising phone calls
- Keeping our team of home based telephone fundraisers motivated and on track
- Listening to calls and giving feedback to fundraisers
- Guiding the fundraisers to ensure the smooth processing of donations via our platform
- Producing reports on fundraising campaign performance and helping highlight good and poor performance
- Supporting callers to improve calling performance where appropriate
- Ensuring the smooth management of CallHub, our calling software, and that callers have people to call
- Ensuring any queries or feedback from members is passed onto the right person

Person Specification

This role requires the below following knowledge, skills and commitments from the successful candidate.

Please give evidence that you meet the attributes below that are marked as “Expression of Interest” in your Applied responses.

If you are shortlisted for an interview, all attributes marked “Interview” will be assessed at that stage.

Category	Attribute	Essential / Desirable	Assessment
Experience	Experience of asking people to donate	Essential	Expression of Interest & interview
	Experience of contacting people via the phone	Essential	Expression of Interest & interview
	Experience of managing people	Essential	Expression of Interest & interview

Skills / Abilities	Ability to use a CRM database and calling software	Essential	Expression of Interest & interview
	Professional telephone manner that can build rapport with callers	Essential	Expression of Interest & interview
	Ability to give constructive feedback	Essential	Expression of Interest & interview
	Highly motivated and self starting as a homeworker	Essential	Expression of Interest & interview
	Motivating communicator	Essential	Expression of Interest & interview
Knowledge	Understanding of the Green Party and how it's organised locally and regionally	Desirable	Expression of Interest & interview
Personal attitudes	In sympathy with the aims and policies of the Green Party, and committed to the development and implementation of a Green and sustainable society	Essential	Expression of Interest
Personal circumstances	Eligible to work in the UK	Essential	Expression of Interest
	Not a member of another UK political party	Essential	Expression of Interest
Equality	Candidates must indicate full commitment to the principle of Equal Opportunities for all in line with the Party's policies	Essential	Expression of Interest

General points applicable to all Green Party of England and Wales jobs:

1. The Green Party strives to be an Equal Opportunities employer and requires its employees to carry out their work in accordance with its policies on equality of opportunity in relation to employees and volunteers, in promotion of the party's policies and access to the Party's services.
2. Green Party staff are required to abide by any policies in place to ensure, for example, health and safety at work, data protection, etc.
3. Green Party staff may be required to attend Green Party Executive (GPEX) and other meetings and conferences, so long as at least two weeks' notice is given and this does not

conflict with leave already agreed. These meetings may take place out of office hours, in which case time off in lieu will be awarded.

4. The Green Party has a democratic structure with annual elections. Employees need to be aware that the organisational priorities which determine their work priorities are decisions of the Executive and may be subject to change as an Executive changes.
5. Green Party staff are assigned goals, work plans, guidelines and priorities by their line managers as part of the annual planning and review system, but are expected to show initiative within this framework in managing their workload to meet the overall goals of the party in line with the organisational plan.
6. Green Party staff are required to request authorisation for any major overtime from their line manager before undertaking any such work and to use an online system to manage their leave and TOIL in conjunction with their line manager.
7. Green Party staff may, from time to time, be required to provide written or oral reports to the Executive.
8. Green Party staff should be open to developmental needs which may arise and work with their line manager to address these needs through training or other routes.
9. Green Party staff are expected to identify and make recommendations to their manager on improving the systems within the office.
10. Green Party staff are expected to participate fully in the Party's teamwork ethos, attend staff meetings, share team duties and responsibilities and develop their work in cooperation with other colleagues.
11. Green Party staff are expected to promote and develop the role of volunteer staff within their area of responsibility in liaison with the HR & Office Manager and in accordance with the current policy on the management of volunteers.
12. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may therefore have been used, in which case all the usual associated routines and duties are naturally included in the job description. Green Party staff are expected to undertake any other reasonable tasks as requested by the Executive via their Head of Department, CEO or relevant GPEX Co-ordinator.

This job description may be periodically reviewed in consultation with the post holder.