

Telephone Fundraiser x 3

Job Description, and Person Specification

Job Description

Can you engage people in meaningful dialogue to secure a donation?

Do you want to be part of an organisation passionate about environmental and social progress in Britain?

Then please apply to join the Green Party's dynamic in house Telephone Fundraising Team as a Telephone Fundraiser.

Led by an experienced telephone fundraising supervisor, these roles will be responsible for making fundraising asks to members and supporters over the phone. They will be given the relevant information, training, and support, working alongside the supervisor to complete campaigns and reach income targets. The Telephone Fundraising Team will play a vital part in helping the party to achieve its fundraising targets to get more greens elected.

The roles are ideal for someone who wishes to play a hands-on role in engaging supporters in our plans to create a greener and fairer Britain.

Salary:	£23,382 per annum, pro rata £12.85 an hour (point 3 GPEW pay scale)
Hours:	6pm – 9pm on set weekdays (Tuesday, Wednesday & Thursday) and 2pm-5pm Saturdays. Please note these hours may be subject to change, with notice of changes given as and when required.
Job type:	Up to 4 months
Location:	Home working with potential occasional travel for team meetings
Line manager:	Telephone Fundraising Supervisor
Line management responsibilities:	N/A
Key relationships:	Telephone Fundraising Supervisor, Telephone Fundraisers, Field Organisers, Members

Application process:

We're often looking for people to join our Telephone Fundraising Team so please apply via the Party's Applied recruitment system at <https://app.beapplied.com/apply/yvbagbw9k4> and we'll be in touch.

Please note that 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 person specification below and your answers will be scored based on how you demonstrate the attribute(s) that are relevant to the specific question being asked.

Purpose of the role

Telephone fundraisers are responsible for making telephone fundraising calls to members and supporters to support the growth and stability of The Green Party's income. This responsibility includes taking part in training and campaign briefs, engaging members over the phone and securing donations, recording call outcomes, processing data in line with GDPR.

Principal Roles and Responsibilities**Campaign delivery**

1. Calling members and supporters to secure a regular or one-off donation according to the campaign brief; ensuring the donation is processed correctly
2. Attending campaign briefing meetings and using campaign briefs, call scripts and other relevant information to complete fundraising calls
3. Adhering to the agreed campaign briefs, schedules and data sets; ensuring compliance with GDPR
4. Correctly record call notes, supporter feedback and complaints to ensure they are responded to and relayed back to the relevant stakeholders
5. Working collaboratively with the telephone fundraising team, field teams and regional parties, to engage members and grow telephone fundraising income and capacity.

**Person Specification**

Attribute		Essential/ desirable	Where assessed
Experience	Demonstrated experience of telephone fundraising and/or sales within a marketing or NGO setting	Desirable	Application & interview
	Demonstrated experience of working within a charity and/or NGO	Desirable	Application & interview
	Experience working comfortably with a broad level of stakeholders both internally and externally	Desirable	Interview
Skills/abilities	Excellent verbal and written communication skills and attention to detail	Essential	Application & Interview
	High degree of computer and digital literacy including knowledge of Windows-based applications, Outlook, CRM use and ideally calling software.	Essential	Application & interview
	Ability to apply judgment and discretion to situations, adopting a solution led approach	Essential	interview
	Collaborative approach to team working, encouraging and supporting others	Essential	Interview
	Organised and able to manage time effectively	Essential	Application & interview
Knowledge	Understanding of climate change solutions and political and government implications	Essential	Interview
	Understanding of Green Party organisation at local, regional and national level	Desirable	Interview
	Familiarity with relevant campaigns issues and organisations	Desirable	Interview
Personal attitudes	Sympathy with the aims and policies of the Green Party, and with development of a more sustainable society	Essential	Interview
	Creative and open minded with a willingness to innovate in pursuit of the objectives of the role	Essential	Application & interview
	Friendly, approachable, and confident in making donation asks	Essential	Application & Interview
	High level of personal effectiveness, ability to prioritise and deliver quality work to deadlines	Essential	Application & interview



Personal circumstances	Eligible to work in the UK	Essential
	Able and willing to work occasional unsocial hours and outside of normal office hours as required	Essential
	Not a member of another UK political party	Essential
Equality	Committed fully to the principle of Equal Opportunities for all in line with Green Party policies	Essential

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 co-operation 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.