

JOB DESCRIPTION

Job Title:	Philanthropy Executive
Department:	Fundraising
Reports to:	Major Gifts Programme and Events Manager
Location:	Head Office Grantham
Hours of work:	37.5 per week, Mon - Fri
Contract:	Full time, Maternity Cover
Direct Reports:	0
Dimensions:	Events Administration / Communication / Data Management
Created/Reviewed date:	May 2022

Job Purpose

This role is a 12month fixed term contract within the Philanthropy Team responsible for supporting the delivery of our events programme which ranges from virtual events through to woodland tours and black-tie dinners. You will be comfortable with communicating with our supporters via email, telephone and in person. Demonstrating strong written and verbal communication skills, an attention to detail and a passion for providing a high standard of customer service. The role also requires data management, and the ability to adapt and be flexible to support the needs of the team during busy periods.

The Person – Expertise & Experience

- IT literate, specifically experience of using MS Office and a CRM system
- Excellent communication skills, both verbal and written
- Confidence and professionalism when communicating with supporters and external third parties
- An eye for detail
- The ability to work collaboratively with colleagues
- To operate compliantly with fundraising, health and safety and other relevant policies.
- Exceptional organisational, time management and administrative skills with the capacity to plan and prioritise own workload.
- Experience liaising with customers
- Experience in organising and delivering activities on time and in budget
- Must understand good data management and client service (internal and external), and be able to apply these principals to a process.

The Role - Key Accountabilities

- Update our CRM database and other systems to ensure all activity is accurately and appropriately recorded
- Understanding of appropriate legislation and the ability to follow internal policy to undertake any activity in a compliant manner.

JOB DESCRIPTION

- Data checking in a GDPR compliant manner
- Delivery of a tailored and personalised communications approach applying a high standard of data and proof checking across letters, publications and documents.
- Effective event administration (invitations, RSVP, joining instructions, feedback) to enable the monitoring of the programme
- Supporting colleagues with event preparation, collating and shipping equipment.
- Sometimes supporting the delivery of events, including attendance which will include overnight stays across the UK.

Influence

- Building effective relationships across the Philanthropy Team and Fundraising Department.

Resources Management

- Required to manage own time
- Responsible for delivering key activities to agreed deadlines
- Responsible for tracking event performance against agreed KPIs
- Responsible for maintaining effective relationships with colleagues across the Trust and external suppliers
- Data management

How you need to be

- **Surefooted** – Having a clear sense of direction, being confident by doing the right thing at the right time for the Woodland Trust
- **Nimble** – Being innovative and creative and adapting to the changing needs of the Woodland Trust and our people
- **Trusted** – Understanding our people, being a listening ear and keeping promises
- **Treasured** – Great at building relationships across the whole of the Woodland Trust. A respected, go-to person.

In order to achieve our ambitious aims for people and wildlife we recognise 'how we need to be' as people and as an organisation. We expect all of our people to commit to this ideal to help us fulfil our purpose

At the Woodland Trust, we believe everyone deserves to have their lives enriched by trees and woods. We encourage applications that reflect the richness of human diversity and promise the only thing we assess within your application is how you have demonstrated your suitability for the job, and nothing else.

We all have a duty to ensure that our acts or omissions at work do not impact on the health and safety of others and ourselves and that we abide by any safety measures as directed and in accordance with the Woodland Trust Health & Safety Policy.