

Job description

Partnerships Assistant

Full Time

Job Purpose

The role of the Partnerships Assistant is to provide support to the Partnerships team ensuring that the quality of experience for Corporate, High Net Worth and Trust & Foundation donors is maximised in a way that is respectful and engaging and allows for long-term relationships with WLT to be formed.

The Partnerships Assistant will also be part of a team that is responsible for processing data in an accurate and timely manner, ensuring that the organisation is compliant with all relevant legislation and regulations.

Main duties and responsibilities

Fundraising

- Support the provision of an effective and fulfilling inward and outward donor experience to Corporate, High Net Worth and Trust & Foundation supporters
- Help maintain strong and effective communications with corporate supporters
- Support the Partnerships Manager and Corporate Relations team in setting up pledges on the database, invoicing, production of certificates and acknowledging donations
- Assist in undertaking due diligence on potential Corporate supporters
- Support the production of agreements with Corporate supporters
- Assist with researching Trusts & Foundations and recording information about key application dates, funding criteria and relationships

System

- Maintain supporter records on the WLT customer relationship management database, ensuring timely input and accuracy of information
- Maintain and support the development of administration and processing systems within the Partnerships Team

Administration

- Ensure all communication is logged on the supporter record in a timely manner
- Provide mailing and contact lists to other staff, as required, in line with Data Protection guidelines
- Extract information for the team, as required, to enable accurate and timely reporting
- Support the administration of corporate fundraiser and potential fundraiser accounts
- Liaise with relevant members of the team to ensure compliance with statutory regulations in relation to data protection
- Support the wider team to achieve organisational objectives and targets

This job description is not definitive and you may be required to carry out additional or alternative work from time to time, as may be deemed necessary.

Line Manager: Partnerships Manager

Person specification

Abilities and skills (Essential)

- Meticulous attention to detail and accuracy when processing data
 - Demonstrate exceptional communication skills, both written and verbal
 - Confident in communicating with a wide variety of individuals
 - Passionate about delivering high standards of customer care
 - Highly numerate and literate
 - Good skills in Microsoft Office software, in particular Excel and Word
 - Excellent organisational skills
 - Disciplined at managing own time and workload under pressure
 - Able to work closely within a team but also independently when required
 - Willingness to develop professionally within this position
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Experience and knowledge (Desirable)

- Experience of working in a customer service environment and understanding the importance of delivering excellent customer care
 - Experience and fluency in working with data entry and databases
 - Basic understanding of GDPR/data protection
 - Basic experience in financial processing
 - Experience in the not-for-profit sector
 - Interest in wildlife conservation issues
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