



## DOOR TO DOOR FUNDRAISING TEAM LEADER

**Title:** Door to Door Team Leader

**Reports to:** Face to Face Coordinator

**Line Manages:** Door to Door Fundraisers

**Hours:** At least as many hours as the other team members / can have option for short weeks if approved by manager after hitting target

**Locations:** Brighton (x2), London (x2)

**Remuneration:** Weekly TL bonus to be discussed at interview

### Overview

Support for Greenpeace UK is growing fast, thanks to the rising popularity of our mission and our ambitious fundraising strategy - to double support within 5 years. Our growth and our ambition mean that we are increasing the size of our fast-paced and innovative fundraising teams. We are looking for people who want to bring their experience and energy to help us do even more to tackle the planet's biggest environmental issues. To maintain our independence and enable us to campaign without fear of compromise we never accept corporate or government donations, and instead rely wholly on donations from our individual supporters.

The Face to Face Fundraising Team Leader's role is to build and lead a well-trained and motivated team of Face to Face Fundraisers to make sure that fundraising targets are met. This role is based on door to door, working with Face to Face Fundraisers in the field on a daily basis. The Team Leaders are the field managers of the programme, they must lead from the front, providing inspirational leadership by fundraising themselves, and day to day management of their team. The Team Leader's aims are to engender a strong, supportive, inclusive and productive team environment, whilst upholding professional standards as well as the aims, values and reputation of Greenpeace and the Fundraising Programme.

### Key Responsibilities

#### Leadership

- Lead from the front with a positive attitude and consistently excellent fundraising results
- Set high standards for professionalism and integrity
- Plan day to day team operations
- Foster a supportive and positive team culture
- Keep the team focused on generating quality, long term support

- Regularly hold one to one review meetings with team members to ensure they feel supported in their role
- Conduct regular and ongoing coaching sessions with team members face to face and on the phone
- Constantly assess, in conjunction with each team member, where their strengths lie and can be channelled, and what areas need development
- Encourage a two-way feedback process within your team

#### ▪ Target Setting and Performance Management

- Meet and wherever possible exceed realistic team fundraising targets, taking responsibility for the team achieving set targets each week
- Ensure Fundraisers are aware of weekly targets
- Maintain regular, open communication with the regional Coordinator, keeping them up to date of team performance and results
- Work with the regional Coordinator to take appropriate performance management measures to address poor performance
- Work with the regional Coordinator to take appropriate action to address any instances of misconduct

#### Training

- Orient the team to Greenpeace's values, and to the cIOF rules and Code of Conduct
- Ensure that all team members have adequate support, training and resources to achieve their targets
- Work with the regional Coordinator to induct new fundraisers into the team and provide them with fundraising skills training
- Provide new team members with hour by hour coaching and development. This includes role plays and shadowing them on doors
- Lead by example, and have fundraisers shadow you on doors
- Relay campaign information and other updates to team members

#### Administration

- Ensuring personal and team compliance to Greenpeace's Code of Conduct, guidance and risk assessments, and making sure they are upheld to the highest possible standards
- Develop weekly plans for your fundraising team, including choosing locations and making maps
- Manage areas efficiently and maximise saturation of areas
- Work with the regional Coordinator to keep shared documents up to date

## Hiring Criteria & Skill Requirements

To be eligible to apply, you will be able to demonstrate a high level of:

- Commitment to the core values of Greenpeace and passion for the environment
- Proven success working in Face to Face Fundraising, having successfully passed the 4-week review at Greenpeace and having retention results above minimum standards
- Professionalism, including understanding and respecting the organisation's and the Chartered Institute of Fundraising's codes of professional behaviour (therefore no active yellow strikes)
- Ability to work unsupervised, reliability and punctuality;
- Thorough understanding and championing of Greenpeace's diversity and inclusion values and commitments
- Outgoing and positive attitude
- Ability to support, motivate and empower fundraisers
- Excellent training and coaching skills
- Organisation, planning and time management skills
- Self-confidence and conviction; ability to deal with challenges and rejection without becoming discouraged
- Competent with google docs and sheets, Zoom and Formunauts. Able to complete paperwork and reports accurately and on time
- Excellent communication skills and the ability to easily build rapport with a diverse range of people