

Friends of the Earth – Job Description

Job title	Supporter Relations Assistant – Kickstart
Reporting to	Supporter Relations Coordinator
Team	Supporter Relations
Hours	25 hours a week – your working pattern is flexible and can be discussed with your line manager.
Placement location	London Office
Hourly rate of pay	£10.85 per hour

Purpose of the role

This role is a placement created through ‘Race for Nature’s Recovery’. Race for Nature’s Recovery is a new project coordinated by Action for Conservation, Generation Success, Students Organising for Sustainability and Voyage Youth, and supported by the Esmee Fairbairn Foundation, Synchronicity Earth and the Department for Work and Pensions. The project aims to place 125 young people, aged 16-24, from backgrounds currently underrepresented in the environmental sector, into meaningful Living Wage work placements at over 40 leading environmental and sustainability organisations across the UK, including Friends of the Earth.

This unique opportunity will enable young people from backgrounds currently underrepresented by the sector to gain meaningful employment in the environmental sector and shape a more inclusive movement at this pivotal point in time. Successful applications will join a training cohort of other young people in the programme and undertake formal training alongside their placement focussed on sector-specific skills and knowledge and general employability skills. Young people will also receive 1:1 mentoring aimed at progressing key personal and professional development aims throughout their placement in addition to access to tailored networking and employment support.

You will report directly to the Supporter Relations Coordinator and support the projects of our Income Processing, Fulfilment and Information team, who manage a range of enquiries that inspire normal people to give donations and sign petitions to create a fairer society for people and planet.

This role will give you the experience and understanding you’ll need to start a career in supporter care and fundraising and give you an insight into effective business administration and project management. You will gain skills in communicating with the public via different channels, using databases, understanding data protection GDPR, and how to work effectively with processes across multiple teams.

Although no qualifications are available in this role, you will be encouraged to attend ad-hoc training and seminars throughout the placement, for which we have a small budget. You will also get a unique insight into how an environmental campaigning organisation like Friends of the Earth operates.

Friends of the Earth Mission Statement

Friends of the Earth England, Wales and Northern Ireland is a grassroots environmental campaigning community. From our campaigners and lawyers to local groups and supporters, we push for change on causes that matter to you. This includes protecting your local area and making it more climate friendly, pushing for a green and fair recovery from the COVID-19 pandemic, and fighting for environmental and social justice globally.

Friends of the Earth is the [biggest grassroots environmental campaigning community](#) in the world. It covers 75 countries – from Norway to Australia, from South Korea to Colombia. We have around 5,000 local activist groups and over 2 million members and supporters worldwide. All of them doing incredible things for a healthier, fairer world.

Key responsibilities and tasks

We are looking for a kickstarter to join our Supporter Relations team and play a frontline role in tackling the climate crisis and building Friend of the Earth's supporter base and grassroots strength.

We're looking for a passionate person to join our team and be a part of our mission to enhance and embrace the best relationships with the change-makers and protectors of our planet!

You will provide general admin support to both Supporter Relations and Finance Teams including:

- Processing donations and thanking our supporters for their generosity.
- Helping maintain a tidy database of our members with up to date, GDPR compliant details.
- Responding to questions from supporters and the public in a timely manner.
- Helping encourage fundraisers who want to support Friends of the Earth by running marathons, hosting cake sales or doing a sponsored cycle for us.
- Write new and improve existing draft emails and social media responses on the topics we campaign on, such as switching to green energy, offering advice about environmental issues and answering questions about how to help nature.
- Acting as Friends of the Earth's first point of contact for enquiries from supporters and the public by telephone, post, email and social media.

You will also need to be aware of and follow Friends of the Earth policies and procedures, with particular attention to safeguarding, equality, diversity & inclusion, and our values.

Person specification

Essential

- Good communication skills, both verbal and written.
- Good numeracy skills.
- Ability to work well in a team.
- Good level of organisation and time management skills, and able to work on multiple projects at once.
- An interest in environmental campaigning and/or social justice.
- Good computer skills and attention to detail.

Desirable

Any previous experience in the following will be an advantage, but not a necessity:

- A customer facing role such as a call centre, retail or hospitality
- Moderating social media or have your own social media channels and profiles and an understanding of how we can use these platforms to communicate our message
- Using a database such as Filemaker Pro, Dynamics, Salesforce or CareNG
- Processing or dealing with donations or money, e.g in hospitality or retail

Our Values	
<p>We are looking for someone who is able to demonstrate an understanding and apply our core values.</p> <p>Integrity – We demonstrate integrity throughout everything we do.</p> <p>Impact – We make the biggest impact we can through good analysis, insight and feedback.</p> <p>Leadership – We motivate others through our individual and collective actions, our vision, and our focus on what work needs to be done.</p> <p>Focus on Friends – We put new and existing ‘friends’ at the heart of our work to grow our impact.</p> <p>Accountability – We hold ourselves and others to account for our work, and how we work.</p> <p>Learning and Enquiring Mindset – We learn continuously, challenging our habits while expanding our horizons to enable us to improve.</p>	
Date approved	
Date reviewed	

Friends of the Earth staff are not permitted to hold office for political parties or stand as candidates for political parties. Staff should also seek permission from the Senior Management Team if they wish to hold a non-public facing official role in a political party. If this is an issue, please do raise this with us as soon as possible.

This job description is current as at the date shown above. In consultation with the post-holder it is liable to variation by the Director to reflect or anticipate changes, in, or to, the post and the organisation.

The job description gives an overview of the main responsibilities of the role. The day-to-day role will also involve any other duties and responsibilities, express and implied, which arise from the nature and character of the post.