

Friends of the Earth – Job Description

Job title	Network Support Assistant
Reporting to	Network Coordinator
Team	Campaign Activism
Career stage	F
Contract	Fixed Term
Hours	Full time
Location	FOE Office across England, Wales & Northern Ireland or homebased
Line management	n/a

Purpose of the role

To support the local group and Climate Action group networks across England, Wales and Northern Ireland.

Key responsibilities and tasks

- Act as a first point of contact for groups beyond their local contact and in the national context, responding to queries in good time, following up on requests/feedback, and logging communication
- Assist groups and regional staff in using digital tools, including Zoom and Action Network
- Support the delivery of the network communication plan, drafting emails and updating webcopy as required
- Triage requests for support from groups internally, bringing in relevant teams where necessary (such as Political, Planning and Legal support, thematic campaign teams etc)
- Contribute to the administration of the online training events package
- Support the development of resources, including liaising with the in-house creative team to design customized materials for groups
- Contribute to improving the overall network support and governance frameworks, including creating and updating internal guidance and processes
- Upkeep of the network's database, registering new groups, updating key contact information and recording group activity
- Administer the network funds, processing applications and monitoring awarded grants
- Source best practice and success stories from across the networks for internal and external communication

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

- A good understanding of grassroots campaigning and a commitment to Friends of the Earth's values
- Excellent written and verbal communication skills, including producing high quality public-facing written communications

- Experience of providing written and verbal guidance to others
- Experience of customer service or other outward-facing responsive communications work
- Ability to use a range of digital tools, including video conferencing and events management platforms
- Experience of providing administrative and systems support for a team or within and office environment
- Experience of proposing and implementing systems-based improvements within a team or organisation
- Good organisational and project management skills, with an ability to prioritise multiple streams of work
- Ability to adapt to fast-changing situations, including rapidly changing focus of tasks according to team or organisational needs
- Experience in managing and handling data sensitively
- Ability to collaborate well with a variety of stakeholders internally and externally

Desirable

- Experience with local campaigning, activism or community group
- Experience working with dispersed teams and groups
- Understanding of monitoring and evaluating processes
- Some experience in running offline and online events or training workshops
- Ability to travel across England, Wales and Northern Ireland as required including some occasional evening and weekend work
- Experience using a customer relationship management (CRM) system

Our Values

Ability to demonstrate, understanding and apply our values.

Integrity- We demonstrate integrity throughout everything we do, internally and externally.

Impact – We make the biggest impact we can through good analysis and judgement, insight, feedback and focus.

Leadership – We motivate others through our individual and collective actions, our compelling vision, and our clarity on what work needs to be done.

Focus on Friends- To build our influence we put new and existing ‘friends’ at the heart of our work.

Accountability- We hold ourselves and other to account for our work and how we work.

Learning and Enquiring Mindset- We learn continuously, challenging our own assumptions and habits while expanding our horizons to enable us to improve the impact of our work.

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.