

## Friends of the Earth – Job Description

<b>Job title</b>	<b>Fulfilment Assistant</b>
<b>Reporting to</b>	<b>Fulfilment Coordinator</b>
<b>Team</b>	<b>Supporter Relations</b>
<b>Career stage</b>	<b>Grade F</b>
<b>Line management</b>	N/A

### **Purpose of the role**

To support the Fulfilment Coordinator in providing efficient and effective fulfilment and in-house administration of supporter facing initiatives across Friends of the Earth.

### **Key responsibilities and tasks**

- Action in-house and external partner order fulfilment including data cleansing and administration, order entry into the CRM system and picking/packing and posting
- Assist in ensuring data processing and fulfilment processes are operating and completed to deadline, in line with service level agreements
- Carry out regular quality control assessments through manual spot checking
- Action the production and fulfilment of regular mailings (e.g. thank you emails and letters) both in-house and via external fulfilment partners
- Ensure effective production and fulfilment of adhoc in-house mailings/e-mailings
- Support the Fulfilment Co-ordinator in maintaining the day to day relationship with external fulfilment partners, including monitoring against service level agreements
- Support the Fulfilment Co-ordinator to ensure Friends of the Earth maintains stock in the most efficient way to meet supporter expectations and fulfil campaign/project needs
- Liaise with other teams as required on stock and dispatch issues

***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:**

- Supporter focused attitude and committed to providing excellent customer service
- Organised, pro-active, able to multi-task and manage quick turnarounds
- Analytical and able to prioritise and adapt to a fast-changing environment
- Attention to accuracy, consistency, detail and speed of activity
- Ability to monitor end to end processes to ensure delivery of quality fulfilment
- Self-motivated with a solution focussed outlook
- Ability to work well independently and as part of a larger team
- Excellent interpersonal skills, team working skills and able to influence and motivate others
- Proficient in MS Office applications including MS Outlook, Advanced MS Word and Intermediate MS Excel and the ability to learn new software packages
- Experience and understanding of stock ordering, management and storage, mailing and fulfilment processes

#### **Desirable:**

- Experience of delivering excellent customer service
- Experience of using a CRM system
- Experience of working with third party suppliers and external partners in a fulfilment/ mailing context
- Understanding of multi-platform fundraising and experience of thanking via different

channels.

## 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.

<b>Date approved</b>	26/04/2021
<b>Date reviewed</b>	26/04/2021

*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.*