

INTERNATIONAL FACE TO FACE SPECIALIST



OXFAM

Job title and version/date

Annual Salary and Benefits	- N/A
Internal Job Grade	- Dependent on location
Contract type	- N/A
Reporting to	- Senior Face to Face Manager
Staff reporting to this post	-
Locations	- Flexible
Annual Budget	- N/A

Shaping a stronger Oxfam for people living in poverty.

Job purpose - key responsibilities and accountabilities

To create, develop and support standards and best practice in face to face fundraising across the Oxfam confederation, driving improved performance for long-term unrestricted income.

To provide both expert strategic advice and hands-on support and recommendations, directly or using consultants and staff as necessary, to individual face to face fundraising programs in affiliate and non-affiliate markets.

To drive innovation in face to face fundraising, introducing the best in market and cutting edge technology where appropriate for maximum impact in recruiting and retaining high quality donors for Oxfam.

Job dimensions

- Senior management position required to provide strategic and operational management of a discrete and specialist function or area of activity on behalf of the confederation.
- Influences decisions affecting Oxfam International (OI) and the wider confederation.
- Builds, manages, and influences relationships across the confederation to deliver agreed outcomes.
- Significant autonomy to anticipate and plan work.
- Assimilates and processes complex information, identifies trends and recommends plans and actions.
- High internal impact requiring complex analysis and problem solving.
- Subject area specialist with wide ranging experience, ability to advise at senior level and design workable solutions to complex problems.

Key responsibilities

Leading on face to face fundraising for the confederation

- Lead on best practice in F2F fundraising in Oxfam:
 - Develop best practice guidelines: standardizing measures (such as attrition and return on investment), materials (effective propositions, welcome packs) and management of agencies; programmatic development (such as identifying and evaluating best methods (street, door to door, stores), location choice, selecting agencies, assessing in-house feasibility, recruiting and training teams, developing price points for propositions, use of technology and data management; and developing supporter journeys for long-term loyalty.

- Roll out best practice: creating and implementing skill-shares for roll out of best practice to raise the bar of F2F fundraising management and implementation across the Oxfam confederation, challenging the status quo of programs and encouraging innovation and improvements in all areas for increased supporter base and long-term unrestricted income.
- Assess and constructively advise on changes to increase the performance of individual affiliate F2F fundraising programs.
- Bring expert knowledge and stay abreast of cutting edge development in F2F fundraising to identify and build programs in the most appropriate and profitable markets for Oxfam income growth.

Leading on confederation effectiveness and efficiency

- Monitor the successful implementation of F2F fundraising strategies and make recommendations on adjustments.
- Review proposals for investments in F2F fundraising and monitor the results.
- Actively stimulate knowledge exchanges between Fundraising Directors worldwide on F2F fundraising.
- Collaborate closely with the Marketing and Fundraising Officers in the Confederation Development team on skill share training and fundraising support for affiliates.
- Advise affiliates on negotiating contracts with external suppliers.

Leading the secretariat

- Develop a strategic overview of affiliate F2F fundraising approaches and expertise in key markets.
- Provide a central point of contact for expert advice and support in face to face fundraising in Oxfam, enabling affiliates to draw on collective knowledge, expertise, systems and information so as to maximize internal capital and leverage external opportunities.
- Play a leadership and specialist role within the Confederation Development Team on F2F fundraising, feeding into team goals in the Oxfam Strategic and Operational Plans of delivering increased income and greater affiliate capacity.
- Find ways to enable and facilitate the support required for priority affiliate markets.
- Manage consultants, agencies, interns, secondees and volunteers as required for particular fundraising projects.

Key working relationships

- Reports to the Senior F2F Manager
- Key Oxfam teams: Confederation Development team; Income Growth Group (IGG); Marketing and Fundraising Leadership Group; Brand, Media and Communications Group; Oxfam Affiliate heads of face to face fundraising; Oxfam Marketing Directors
- Direct reports: two International Face to Face Consultants; may be managing agencies, interns, secondees or volunteers

Technical skills, experience and knowledge

Essential

Leadership and management

- Developing organizational strategies and plans for communication and measuring effectiveness.
- Experience in managing and developing others.
- Experience of leading and managing conflict resolution.

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- Experience of developing and managing budgets.
- Effective negotiation abilities and informal leadership skills in a multi-stakeholder, network environment.
- Demonstrable organizational and project management skills and ability to manage multiple projects to deadlines.
- Strong analytical skills.

Face to face fundraising

- Substantial proven success in managing and developing large scale committed regular donor schemes and all aspects of F2F donor acquisition.
- Proven project management skills with a strong knowledge of all the financial aspects of F2F fundraising including analysis of costs/income, ROI, attrition data and all other KPIs relating to F2F management.
- Practical F2F experience in managing street teams, preparing materials and scripts, analyzing and reporting on donor recruitment including long term attrition and in donor communications plans and materials – ideally through both agency and in-house approaches.
- Experience of negotiating agency contracts for F2F services.
- Thorough knowledge of F2F fundraising trends across multiple markets.
- Experience of budgeting and performance management of F2F programs.
- Experience of providing tools and training on F2F methods.

Communication

- Ability to liaise with a wide range of people, both internally and externally and at many levels, with credibility, tact, and diplomacy.
- Excellent interpersonal and negotiation skills with demonstrable ability to lead, influence and motivate others.
- Fluent spoken and written English.

Demonstrable affinity with the aims and objectives of the Oxfam confederation

- Ability to think and work in a multi-disciplinary way.
- Ability to operate effectively in a network environment.
- Able to work effectively in a multi-cultural environment.
- Sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.

Works in a way that demonstrates the secretariat's values and behavioral competencies

- Honest and transparent.
- Accountable.
- Supporting each other.
- Professional and striving for excellence.
- Proactive and solutions oriented.

Other

- Able to travel internationally for 12-16 weeks per year, likely to be in 1-2 week trips.

Desirable

- Fluency in French, Spanish, or Portuguese.
- Experience of other regular giving streams.

Key Behavioral Competencies (based on Oxfam's Leadership Model)

Competencies	Description
Decisiveness	We are comfortable to make transparent decisions and to adapt decision making modes to the context and needs.
Influencing	We have the ability to engage with diverse stakeholders in a way that leads to increased impact for the organization We spot opportunities to influence effectively and where there are no opportunities we have the ability to create them in a respectful and impactful manner.
Humility	We put 'we' before 'me' and place an emphasis on the power of the collective, nurture the team and play to the strengths of each individual. We are not concerned with hierarchical power, and we engage with, trust and value the knowledge and expertise of others across all levels of the organization.
Relationship Building	We understand the importance of building relationship, within and outside the organization. We have the ability to engage with traditional and non-traditional stakeholders in ways that lead to increased impact for the organization.
Listening	We are good listeners who can see where deeper levels of thoughts and tacit assumptions differ. Our messages to others are clear, and consider different preferences.
Mutual Accountability	We can explain our decisions and how we have taken them based on our organizational values. We are ready to be held to account for what we do and how we behave, as we are also holding others to account in a consistent manner.
Agility, Complexity, and Ambiguity	We scan the environment, anticipate changes, are comfortable with lack of clarity and deal with a large number of elements interacting in diverse and unpredictable ways.
Systems Thinking	We view problems as parts of an overall system and in their relation to the whole system, rather than reacting to a specific part, outcome or event in isolation. We focus on cyclical rather than linear cause and effect. By consistently practicing systems thinking we are aware of and manage well unintended consequences of organizational decisions and actions.
Strategic Thinking and Judgment	We use judgment, weighing risk against the imperative to act. We make decisions consistent with organizational strategies and values.
Vision Setting	We have the ability to identify and lead visionary initiatives that are beneficial for our organization and we set high-level direction through a visioning process that engages the organization and diverse external stakeholders.
Self-Awareness	We are able to develop a high degree of self-awareness around our own strengths and weaknesses and our impact on others. Our self-awareness enables us to moderate and self-regulate our behaviors to control and channel our impulses for good purposes.
Enabling	We all work to effectively empower and enable others to deliver the organizations goals through creating conditions of success. We passionately invest in others by developing their careers, not only their skills for the job. We provide freedom; demonstrate belief and trust provide appropriate support. We give more freedom and demonstrate belief and trust, underpinned with appropriate support.