

Wildlife Fundraising (Central) Ltd

JOB DESCRIPTION

Face to Face Team Leader

- Hours of work: Additional duties will sit alongside the recruiter role and are expected to take approx. 1-2 days per week. Normal recruitment role would be considered to be a minimum of 3 days per week.
- Type of contract: Fixed term Based at: Home
- Salary: Normal commission rates apply for recruiting, plus
- 3.5% override commission on team monthly performance to 85% of target, 4.5% for 85% - 100% and 5.5% for over plan performance.
 - The company reserves the right to modify all existing commission schemes as well as introduce and remove additional bonus schemes at any given time

JOB PURPOSE

To interview, train, motivate, guide and manage a team of up to 10 field-based recruiters/fundraisers to achieve individual and team target on a regular basis by providing ongoing leadership and support.

REPORTING LINE

Reports to the Operations Director

STAFF MANAGEMENT

Line manages a team of Membership Recruiters

KEY RESPONSIBILITIES

1. Liaise with each team member by phone and face to face on a regular basis to monitor performance and maintain morale.
2. Highlight performance issues with Operations Director
3. In liaison with the Venue Co-ordinators commit a minimum of one day per month visiting lapsed venues to assist in obtaining access for recruitment.
4. Maintain regular contact and relationship with the Venue Co-ordinators to maximise venue access and source additional venues.
5. Conduct training of new recruiters ensuring company agreed performance targets and standards are achieved
6. Sign off new starter probation forms within agreed time frames after consultation with Operations Director
7. Take ownership and responsibility for kit management and distribution allocated to your relevant Trust. Ensuring all members have necessary materials for the role and are kept in a presentable condition at all times. Checking kit is returned from recruiters leaving the company
8. Conduct surprise visits or mystery shopping at venues of your team, and cross-border where necessary, as well as random checks by phone on attendance at venues
9. Manage and take responsibility for team performance - ensuring results are received on a daily basis.
10. Provide coaching as required on aspects of the role, including refresher training.
11. Ensure that all team members have the required stationery to fulfil their role.
12. Ensure all recruiters complete administration processes accurately and in a timely fashion and deal with any process problems as they arise

13. Carry out instructions of the Operations Director as and when required
14. Ensure team adherence to IoF guidelines to ensure we do not receive mystery shopping penalties
15. When required maintain and develop good relationships with venue managers
16. To ensure Health and Safety obligations are met
17. Liaise with the Member Trust when required
18. Any other duties as delegated by the Area Manager, Operations Director or Chief Executive

Other

1. The nature of the role will require working and taking calls at unsocial hours including weekends, Bank Holidays and some evenings. Occasionally you will be required to stay away from home to attend recruitment events in other parts of the country, or for training and conferences.
2. Team Leaders will need to provide their own means of reaching agreed work sites with all necessary equipment – therefore ability to use of own vehicle is a key requirement of the role.

PERSON SPECIFICATION

	Essential	Desirable
Excellent verbal communication skills including ability to build rapport	Yes	
Confidence to approach and build rapport with members of the public	Yes	
An interest in wildlife		Yes
Excellent IT and administrative skills and attention to detail	Yes	
Previous line management/team leading experience		Yes
Ability to prioritise busy workload	Yes	
Enthusiastic	Yes	
Well organised	Yes	
A full driving licence	Yes	
Experience in a Face to Face recruitment role	Yes	
A knowledge of the work of the Wildlife Trust		Yes
Experience of training/supervising individuals or teams		Yes
Able to work under pressure and meet deadlines	Yes	
Good working knowledge of PFRA /IoF guidelines	Yes	