



Corporate Partnerships Assistant

Job description

Grade	B
Type of contract	Fixed Term to 30 June 2023
Directorate	Fundraising
Team	Corporate Partnerships
Reports to	Senior Corporate Partnerships Officer
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office.
Hours	35hrs per week, full time

About the role

In these unprecedented and challenging times, Mind is and will be needed more than ever and our corporate partnerships play a huge role by helping us raise income and public awareness while reaching new audiences.

In the last few years Mind's Corporate Partnership team has seen exponential growth. Mind has strategic, Charity of the Year and commercial partnerships with companies across a range of sectors including retail, legal and construction.

Mind has recently secured a two-year seven figure national partnership with Dunelm which launched in July 2021. We are looking to recruit an organised, creative and motivated individual to support the delivery of the partnership. Reporting to the Senior Corporate Partnerships Officer (the Dunelm account manager), this varied role will see you providing vital administrative and fundraising support for the partnership, alongside providing administrative support across the team.

You will play a key role in the team, managing the Dunelm hotline for all partner queries, and the availability and distribution of fundraising materials. You will also be expected to contribute to a variety of activities involving building relationships with other teams at Mind. This role will involve maintaining and developing systems and databases for the partnership and supporting the writing of reports. You will have the opportunity to lead on your own projects and work alongside colleagues to review and improve processes. This is an excellent opportunity for someone looking to develop a career in Corporate Partnerships whilst working in a successful team and on an exciting new partnership.

The Corporate Partnerships team is overseen by the joint Heads of Corporate Partnerships and consists of an Account Management team and New Business team.



This role will sit within the Account Management section of the team and reports into a Senior Corporate Partnerships Officer.

Key Responsibilities

- Provide administrative and fundraising support to enable the successful delivery of corporate partnerships, including minute-taking, finance processing and thanking.
- Respond to day-to-day queries from Dunelm staff that need support and advice with fundraising activities, materials and general enquiries.
- Manage relationships with suppliers and other agencies for fundraising materials.
- Work with the Supporter Care team, ensuring that all donations are quickly and correctly processed and acknowledged and that reports are available in the appropriate format.
- Organise and co-ordinate mailings such as newsletters and appeals for corporate partners, ensuring that all mailings are compliant with GDPR.
- Help maintain accurate, up to date records of all corporate contacts on the database, and to ensure that this information adheres to data protection guidelines.
- Support the development of partnership materials including presentations for key meetings.
- Update and upload information onto the Mind website.
- Liaise with other Mind departments, Mind Retail, Mind Cymru and local Minds and build strong internal relationships as appropriate.
- Assist with the organisation of events connected with the partner, and with practical tasks for other departmental events, as required.
- Contribute effectively as part of the Partnerships team, as well as the Fundraising department as a whole.
- Work with external contacts as directed.
- Undertake any other duties, which are in keeping with the grade and overall purpose of the post.

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:



- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.



Person specification

Essential criteria

1. Excellent organisation skills with the ability to prioritise own workload on a day to day basis, and work to deadlines.
2. Proactive and able to work on your own initiative, taking ownership of key responsibilities.
3. Flexible, adaptable and proactively responsive to change.
4. Good IT skills including use of Microsoft Office Outlook, Word, Excel and PowerPoint.
5. Strong attention to detail and presentation skills, including laying out letters, reports and minutes.
6. Good communication skills, both written and oral. Ability to communicate with people at all levels via email, phone and in person
7. Good numeracy skills.
8. Excellent team working and relationship building skills.
9. Ability to work with existing processes and feed into the development of new systems.
10. An interest in fundraising and corporate partnerships.

Desirable criteria

1. Direct or indirect experience of mental health problems.
2. Experience of using the MS Dynamics database or similar to monitor and manage relationships.
3. Experience of working in an office based/administrative role.
4. Willingness and ability to occasionally travel to meetings in England and Wales, and on occasion the need for an overnight stay. NB. There will not be a requirement to travel or attend meetings in person during the pandemic. Any attendance at events will be agreed between you and your line manager.