



Corporate Partnerships Assistant

Job description

Grade	B
Type of contract	Fixed Term to 30 July 2022
Directorate	Fundraising
Team	Corporate Partnerships
Reports to	Senior Corporate Partnerships Officer
Responsible for	n/a
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office,
Hours	35hrs p/w

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.

Reporting to the Senior Account Manager, the varied role will see you providing vital administrative and fundraising support for several partnerships. You will play a key role in the team, managing queries from corporate supporters and coordinating the 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 systems and databases for partnerships and supporting the writing of reports. This is an excellent opportunity for someone looking to develop a career in Corporate Partnerships whilst working in a successful team.

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

1. Provide administrative and fundraising support to enable the delivery of successful corporate partnerships.
2. With the Corporate Partnerships Officers, be responsible for administrative duties for the team including sending thank you letters to donors, replying to enquiries to the corporate unit email account, monitoring stock levels and ordering fundraising materials.
3. Assist the Corporate unit in servicing materials requests from large corporate partners.
4. Manage a portfolio of small corporate partnerships.
5. Working with the Supporter Care team, ensure that all donations are quickly and correctly processed and acknowledged and that reports are available in the appropriate format.
6. Organise and co-ordinate mailings such as newsletters and appeals for current corporate partners.
7. 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.
8. Undertake research into potential corporate partners in line with Mind's due diligence process.
9. Update and upload information onto the Mind website.
10. Liaise with other Mind departments, Mind Retail, Mind Cymru and local Minds as appropriate with regards to corporate fundraising and volunteering.
11. Assist with the organisation of events connected with the Partnerships fundraising team, and with practical tasks for other departmental events, as required.
12. Contribute effectively as part of the Partnerships team, as well as the Fundraising department as a whole.
13. Work with colleagues across the organisation.
14. Work with external contacts as directed.
15. 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:

- Keep abreast of internal and external developments and respond accordingly.



- 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.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- 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. Demonstrable experience of working in an office based/administrative role.
2. Experience of organising and prioritising own workload on a day-to-day basis.
3. Experience of working to tight deadlines.
4. Experience of maintaining accurate records.
5. Experience of setting up and maintaining efficient filing systems (manual and computerised).
6. Experience of using databases.
7. Experience of dealing with a variety of people, on the telephone and in person; providing good customer service.
8. Good IT skills. Competent in the use of MS Office, including Word, Excel, Outlook and PowerPoint.
9. Good communication skills at all levels, both written and oral.
10. Strong attention to detail and presentation skills, including laying out letters, reports and minutes.
11. Excellent team working and relationship building skills.
12. Ability to maintain confidentiality of information (written or oral).
13. Ability to liaise with venues on logistics for events and meetings.
14. Ability to work with existing procedures and feed into the development of new systems.
15. Ability to use own initiative by taking ownership of key responsibilities.
16. Ability to demonstrate an understanding and commitment to Mind's mission and values.
17. Ability to be aware of current departmental activities, taking the appropriate action as and when necessary, using own initiative.



Desirable criteria

1. Experience of working in the voluntary sector.
2. Experience of using Fundraising databases.