



JOB DESCRIPTION

Position: Face to Face Manager
Department: External Relations
Location: Stockholm, Sweden
Contract: Permanent (6-month probationary period)
Hours: Full time

Job Overview

Face to Face already plays a crucial role in sustainer acquisition at RESCUE in Sweden and is forecast to continue to grow in the coming years. Having launched our F2F business in Sweden in October 2021 we are now looking to take the business to the next level of growth and efficiency. The position plays an exciting and important role when it comes to building and developing our private donor base and delivering our sustainer led approach in Sweden. For the right person, this role offers great opportunity for development.

Your task will be to improve, develop and run our F2F teams all over Sweden. You report to Head of Mass market fundraising of RESCUE and will work closely with your fundraising colleagues in Sweden. You will also have the strong support of our global team of experts in the field. Together with them, you will continue to build a business that recruits regular, high-quality donors through, among other things, door knocking, street solicitation, commercial environments and events. The main focus is to recruit donors who will stay longer and do more for RESCUE.

You will be part of a growing team and you will work closely with your colleagues daily both in Sweden and internationally.

Key Accountabilities

- Responsible for planning and delivery of the F2F budget
- Lead, inspire and train recruiters and train and develop team leaders and future role to fuel growth
- Track F2F business goals and KPIs and analyze data to make the right decisions for growth, roi and quality
- Work with personnel and leadership development
- Support the recruitment coordinator to ensure that staff recruitment, payroll and HR functions are performed efficiently
- Plan and design methods to streamline F2F operations, to provide better results and long-term value for the organization

Person Specification:

Skills, Knowledge and Qualifications:

- Comfortable with analyzing data to evaluate and improve results
- Being able to translate strategy into action plans and of expanding businesses
- Excellent English and Swedish in both written and oral communication
- Is convenient to manage people at all levels of an organization
- Is motivating and can set clear direction
- Is self-motivated, takes own initiatives to solve problems and has good judgment

Experience:

- Several years of experience managing F2F teams or equivalent operations
- Strategy development
- Leading others and in managing HR issues
- Working with CRM systems and Excel
- Leading F2F activities in the non-profit sector (meritorious)
- Management and HR responsibility (meritorious)
- Salesforce, in-depth data analysis and solicitation applications (meritorious)

Candidates must stand behind RESCUE's work and values.

Candidates must have the right to work in Sweden.