



Job descriptions: Support Care Manager (0.5 FTE) and Programmes Assistant (0.5 FTE)

In the last 3 years FutureDharma has grown to support around 40 international projects. Currently our core team consists of Nandavajra, Amalavajra, Viryanaga and Patrick, who is looking to move on later this year.

FutureDharma is therefore now seeking inspired, engaged and motivated people to join our exciting and harmonious team. Two part-time (0.5 FTE) roles are available, which could also be combined into one full-time 'person and projects' focused role, for the right individual.

Amalavajra (Fundraising Director) and Viryanaga (Programmes and Finance Director) are both based in South London, which has become a hub for the team's activities. We therefore have a preference for London-based team members, particularly for the Supporter Care role, where close team working with Amalavajra as lead fundraiser is necessary. However, remote working individuals that could attend monthly team meetings in London would also be considered. The Programmes Assistant role will work closely with, and be line-managed by, Viryanaga.

Both roles are permanent, and can offer flexible working hours. They would suit an Order Member or committed GFR mitra, as the team aims to provide a rich context for spiritual development through the practice of right-livelihood, including support for ordination training.

FutureDharma can provide a negotiated needs-based financial support package, including reasonable expenses, retreat allowance and pension contributions.

Interviews: We expect to interview for these posts on **Monday 14th October**, in London. Alternatives may be possible.

Responsibilities

Supporter Care Manager (0.5 FTE)

- Processing of gift, legacy and loan pledges generated by the fundraisers
- Providing timely and ongoing follow-up on unfulfilled pledges and cancellations

- Responding to supporter enquiries, e.g. by phone or email.
- Administer FutureDharma's supporter database, including
 - Creating and updating supporter records based on communication
 - Carrying out monthly payment reconciliation against pledges
 - Production of 'pledge not paid' reports
 - Identifying areas of database improvement from a supporter-care perspective
- Providing support to regional fundraisers - e.g. providing correct payment information, pledge cards etc
- Developing support care processes further to improve the supporter experience and improve the efficiency of the work.

Programmes Assistant (0.5 FTE)

Programmes

- Managing our grant applications process
 - Responding to application enquiries and requests, including record keeping
 - Carrying out consultation on applications received
 - Processing application forms into a format ready for evaluation
 - Informing projects about the status of their applications
 - Providing written feedback on applications following grant board or trustees meetings
- Managing post-funding project evaluation process
 - Requesting annual reports and any additional information required
 - Production of summary documents for team and trustees meetings
- Carrying out promotion of grant rounds
- Supporting programmes development work being carried out Viryanaga e.g. writing copy for web pages, developing forms and templates etc.
- Working with the book-keeper to issue grant payments on successful projects
- Tracking of donations restricted to specific projects
- Supporting Viryanaga in the preparation of the programmes budgets (if time and interest permits)

Communications

- Gathering media from funded projects for use in supporting fundraising appeals
- Using knowledge of funded projects to produce newsletters, social media posts and annual reports.

Additional Responsibilities (both roles)

In addition to the core responsibilities of the roles listed above, both roles will also include some general administration to support team activities.

General Administration

- Helping to arrange and coordinate regular team and Trustees meetings.
- Administering any changes to FutureDharma's governance documents.
- Developing briefings related to incoming legislation or policy changes.
- Assisting on some public events - e.g. supporting appeals, manning information stalls etc.

You may be asked to do other reasonable tasks, as required.

Skills and Characteristics (both roles)

Essential

- A good communicator, whether face to face, on the telephone or in writing, including a sensitivity around communications about people's projects, donations and grant money.
- Conscientious and reliable, with an eye for detail, especially in relation to writing and proofreading.
- Confident using MS Office, Excel, and equivalents, including online file storage platforms (e.g. Gdrive/Dropbox)
- Inspired and motivated by being part of the dynamic, forward-looking team
- A Mitra training for ordination or an Order Member
- Committed to Bhante's vision of sangha and Dharma practice
- An understanding of FutureDharma's vision, structure and activities to date

Preferred

- London-based
- An experienced administrator, used to working within complex systems and processes
- Confident with figures and in the production of reports or budgets
- Familiarity with recent data protection requirements, such as GDPR
- Well 'networked' in Triratna
- Some experience with Salesforce software (Supporter Care Manager only)

We will provide full training for the roles, however if you have further professional skills you think might also be of use, please do let us know about these in your application.