



RECRUITMENT PACK AND JOB DESCRIPTION

Greenpeace, one of the world's most respected and dynamic organizations, is an international non-profit global campaigning organization that acts to ensure the ability of our Earth to nurture life in all its diversity. At the heart of Greenpeace's campaigns is the tradition of non-violent direct actions against environmental abuses and destruction.

Greenpeace exists because this fragile earth deserves a voice. It needs solutions. It needs change. It needs action.

Greenpeace, an international environmental non-government organization, comprises 27 independent national and regional offices across the world covering operations in more than 55 countries. To maintain our independence, Greenpeace does not accept donations from governments or corporations but relies on contributions from individual supporters and foundation grants.

For over 40 years, Greenpeace has been successful in our campaigns to reverse environmental degradation by bearing witness to environmental destruction and exposing and confronting environmental abuses. Greenpeace campaigns have been vital in informing government policies on the environment and effecting changes in business practices, which lead to various environmental problems.

Greenpeace in Southeast Asia

Greenpeace Southeast Asia (GPSEA) offers you a variety of challenging opportunities to grow professionally. Collaborating with talented and passionate professionals, you will address the planet's most pressing ecological issues and mobilize citizens, corporations, and governments to change.

Greenpeace Southeast Asia (GPSEA) employs nearly 200 staff, all dedicated to meeting the professional standards expected of the world's leading campaigning organization for the environment. From our offices in Bangkok, Jakarta, and Manila we lead globally important campaigns within a national and regional context. We are financially supported by tens of thousands of people across the region. To remain independent, we have a policy of not accepting funding from companies and governments and therefore only accept donations from individuals and private foundations.

THE POST: FUNDRAISING TEAM LEADER

Position Summary

The primary responsibility of this role is to lead and manage the DDC team as a primary acquisition source, providing guidance and mentorship to ensure efficient work while fostering a collaborative and productive work environment. The role is also responsible for ensuring that, through our supporters, funds are raised and commitment is secured toward the Greenpeace vision of achieving ecological sustainability.

As Greenpeace adheres to a policy of not soliciting funds from corporations or governments, the organization depends entirely on the generosity and commitment of individual supporters to finance our environmental campaigns and initiatives. This approach ensures that our work remains independent, unbiased, and focused solely on the principles and values that drive our mission.

The Fundraising Department's current goal is to build and maintain a reliable, efficient, and ethical funding base that not only meets the financial needs of Greenpeace Southeast Asia but also aligns with our core values.

Specifically, our goals are to:

- Engender loyalty to Greenpeace in all our communication
- Promote the Greenpeace campaign goals and objectives
- Maintain a diverse and secure funding base
- Be responsible as a Department for meeting budget targets
- Present truthful and accessible reporting of all programs
- Change the way people think about spending their money
- Provide an annual net increase in available funds

Duties and Responsibilities:

1. Purpose

Conceptual

- Leading and managing all direct dialogue supporters acquisition activities for Greenpeace Southeast Asia in Malaysia.
- The recruitment of committed donors for Greenpeace using direct dialogue
- Work closely with Venue & Territory Coordinator to identify strategic in-door venues and street sites for donor acquisition and plan for team activities according to agreed and approved venue and territory plans.
- Expansion of our direct dialogue program across Malaysia. Ensuring that all resources are used as efficiently as possible and income opportunities are maximized.

Applied

Staff management.

- Lead and manage a growing team of Direct Dialogue staff.
- Provide clear direction, ongoing support and development opportunities for the DDC staff.
- Conduct performance appraisals with line managed staff based on the Fundraising SOP requirements.
- Management, training, coaching and development of staff in the Direct Dialogue programme.
- Ensure an effective promotion path is provided to ensure senior team roles are always filled.
- Ensure the Performance Management System is robust and adhered to.
- Manage and record disciplinary issues of the Direct Dialogue staff that fall outside of the Performance Management System.
- Ensure that the Fundraising SOPs are followed in the recruitment processes.
- Review and update Training Modules as required and ensure the highest standard of training is maintained.
- Maintain and develop staff retention programs and rewards.
- Develop distance management tools for motivation and development of staff.
- Increase the focus on the best performing target groups and conduct performance reviews for underachieving.

2. Engagement

Internal

- DDC Performance Analysis and Monitoring
- Develop and maintain accurate reporting and analysis functions in order to facilitate effective management of the program.
- Effectively monitor key performance indicators, and use results to drive strategy, seeking to develop areas of performance with greatest potential.
- Work with appropriate members of the Fundraising Team to effectively track conversion to donors and test strategies to improve it.

- Work with appropriate members of the Fundraising to effectively track supporter attrition and test strategies to reduce it.
- Work with appropriate members of the Fundraising team to provide other useful reporting such as individual fundraiser performance, demographic analysis etc.
- Oversee monthly reporting by the team to the Fundraising Director, Deputy Fundraising Director and Fundraising Manager.

External

- Establish and continue the fundraising activities with the stakeholders.

3. Delivery

Timeliness

Administrative, Procedural and Other Duties

- Serve on cross functional project teams as required ensuring a fundraising and marketing perspective is effectively represented.
- Oversee the timely and accurate administration results reporting and payroll
- Manage the movement of offline forms to ensure income is received as soon as possible.
- Ensure Greenpeace policy and procedures are observed.
- Work with the team to oversee the effective management of all stocks of uniforms, display equipment and stationery for fundraising.
- Ensure that adequate supplies are available at all times.
- Ensure the program remains transparent within the organization, report Key Performance Indicators at staff meetings.
- Liaise with Database Officer to ensure any bank information is communicated to teams and other matters related to Direct Dialogue operation.
- Facilitate weekly team meetings including updates of campaign and organizational issues.

General Duties

- From time to time in order to meet organizational and fundraising priorities you will be required to perform other duties as directed by the
- Fundraising Director, Deputy Fundraising Director and/or Fundraising Manager.

Quality

Strategic Planning, Development & Support.

- Lead the MY direct dialogue strategic planning process.
- Increase the focus on the best and low performing target groups.
- Adjust and refine strategies to ensure Key Performance Indicators are met.

- Remain up to date on direct dialogue fundraising strategies worldwide and translate possibilities to Malaysia.
- Provide the vision and leadership required to maximize the potential of the Direct supporter recruitment program.
- Drive the Direct Dialogue program by looking for opportunities to improve through refinement of current procedures, strategic planning and implementation of new initiatives.
- Develop and implement strategies to make Direct Dialogue staff feel an integrated part of Greenpeace.
- Take an active role in the wider fundraising strategy, planning and implementation.
- Develop relationships and cooperation with suppliers and agencies as necessary.

Skills and Experience Required:

Education

- University graduate of Bachelor's Degree or Diploma in Marketing / Business Administration / Management Information System / Communication or related fields.

Work Experience

- At least 2 years of experience in fundraising or direct sales teams.
- At least 2 years in leading and managing sales teams.
- Experience in managing large budgets/meeting income targets.
- Experience of field marketing or face to face sales or fundraising would be an advantage.
- Experience in working with people of different cultures.
- Experience in budget forecasting and preparing annual budgets.
- Experience in a charity or Non-for-Profit environment would be an advantage.

Functional Skills

- Knowledge and/or experience in project and budget management tools and methodologies
- Knowledge and/or experience in managing project budgets
- Knowledge and/or experience in forecasting
- Knowledge and/or experience in Microsoft Office
- Knowledge and/or experience in the CRM system.
- Strong skills in written and spoken English and Bahasa Malaysia is required.

Organizational Competencies

- Professionalism: Knowledge and/or experience in managing conduct and emotions in a way that represents the values and realizes the objectives of the organization.
- Teamwork & Communication: Knowledge and/or experience in working with others and presenting information, ideas, and positions in a clear manner that can easily be understood across diverse and multicultural audiences.
- Leadership: Knowledge and/or experience in guiding and directing the efforts

of others by presenting a clear vision, delegating responsibilities, and providing constant support and feedback.

- Innovation & Change: Knowledge and/or experience in reflecting creative and imaginative thinking, an openness to new ideas, and an ability to take calculated risks in order to meet organizational objectives
- Strategic Thinking & Global Mindset: Knowledge and/or experience in addressing organizational objectives by developing calculated approaches that integrate an openness to and awareness of diversity across cultures.

Specific Work Environment

- Sensitive to the socio-economic cultural environment of Southeast Asia.
- This position requires the employee to have a flexible approach and the ability to adapt and work in different and challenging work and cultural environments, which may include flexible arrangements working in challenging field and frontline work environments.

THINGS YOU SHOULD KNOW BEFORE APPLYING TO THIS POST

WORKING HOURS

Normal hours of work for full time Employee will be forty (40) per week or (5) days in a week, at 8 hours per day excluding an hour lunch break. This will be from Monday to Friday, between the hours of 8:30 am to 5:30 pm. Ordinary hours of work may be varied as agreed between staff and the line managers.

LEAVE

A permanent employee will be entitled to the following leaves:

Annual Leave: 20 days

Sick Leave: 30 days

Parental Leave: As per labor laws and Greenpeace policy

Compassionate leave: maximum of 5 days for the death of significant others

SALARY

In determining salary offer for this position, Greenpeace applies its Salary Grading Process, taking into consideration the job description and applicant's previous experience, and the organization's salary grade.

INSURANCE

Greenpeace provides health insurance and travel insurance to its employees.

LEARNING AND DEVELOPMENT

Greenpeace is committed to providing its employees with learning and development opportunities to be able to perform its functions more effectively. Through its mentoring process and annual Performance Management System, staff's development objectives are identified and prioritized.

EQUAL EMPLOYMENT OPPORTUNITY

Greenpeace Southeast Asia is an equal opportunity employer with a longstanding commitment to providing a work environment that respects the dignity and worth of

each individual. We recognise and value the benefits and strengths that diversity brings to our employees and the whole organization and we thrive in an environment that encourages respect and trust. We do not discriminate in employment opportunities or practices on the basis of age, ancestry, citizenship, colour, disability, ethnicity, family or marital status, gender, gender identity or expression, national origin, political affiliation, race, religion, sexual orientation, veteran status, or any other legally protected characteristic. Selection will be in accordance with objective, job-related criteria and the appointment will be on the basis of the applicant's merits and abilities.

HR POLICIES AND PROCEDURE

Greenpeace management and staff are given guidance on the implications of the equal opportunities policy. Policies and procedures are reviewed to review and adapt current practices to promote equality of opportunity. Other organizational policies and procedures will be fully discussed to the successful applicant.

APPLICATION GUIDELINES

Interested candidates are invited to (1) write a Letter of Motivation, explaining why you are qualified for the position and why you want to work for Greenpeace, (2) fill out the attached Application form via [GPSEA BambooHR](#).

As we receive a large number of applicants for our advertised vacancies, we are unable to respond to those applicants who have not been shortlisted and we apologize for this in advance. If you do not hear from us within two weeks of the closing date, please assume that you have not been shortlisted.

GUIDANCE IN COMPLETING YOUR APPLICATION FORM

1. Read the recruitment pack carefully before completing your application via [GPSEA BambooHR](#). The recruitment pack contains information about Greenpeace, about the job you are applying for, and brief information on employment conditions.
2. **Write a Letter of Motivation**, explaining why you are qualified for the position and why you want to work for Greenpeace and complete all items in the application form. Remember that this will be our basis for shortlisting candidates. **Curriculum Vitae (CVs) are accepted.**
3. If you have questions, kindly email jobsmy@greenpeace.org

Thank you and we look forward to receiving your application letter and completed application form.