



RECRUITMENT PACK

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 Earth to nurture life in all its diversity. At the heart of Greenpeace's campaigns is the tradition of non-violent, direct action against environmental abuse and destruction.

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

Greenpeace acts to change attitudes and behavior, to protect and conserve the environment and to promote peace by:

- **Catalyzing an energy revolution** to address the number one threat facing our planet: climate change.
- **Defending our oceans** by challenging wasteful and destructive fishing, and creating a global network of marine reserves.
- **Protecting the world's ancient forests** and the animals, plants and people that depend on them.
- **Creating a toxic free future** with safer alternatives to hazardous chemicals in today's products and manufacturing.
- **Campaigning for sustainable agriculture** by rejecting genetically engineered organisms, protecting biodiversity and encouraging socially responsible farming.

Greenpeace, an international environmental non-government organization, is comprised of 26 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 abuse. 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 opened our first office in Southeast Asia in 2000. In that time, we have led successful campaigns throughout the region, securing fresher air, cleaner water and a healthier environment through changing industry practices and government policies. Greenpeace actively campaigns across the region to catalyze an energy revolution, protect ancient forests and our oceans, create a toxics-free future and create a shift to sustainable agriculture.

Greenpeace has four offices in Southeast Asia (GPSEA) —in Thailand, Indonesia, Philippines and Malaysia and currently composed of: Programme Department (Campaigns, Communications, Public Engagement & Actions), Fundraising, Operations Support (Human Resources, Finance & Admin, Information Technology, Security) and Executive Office. Currently, Greenpeace Southeast Asia employs nearly 200 staff across the region, excluding the direct dialogue fundraisers.

THE POST: Direct Dialogue Specialist

Job Summary:

The Direct Dialogue Specialist is responsible for income delivering, budget control, Direct Dialogue team management, quality donors, effective venues, monitoring systems, planning, strategy and implementation which will ensure the efficiency and effectiveness of the Direct Dialogue program (or Face to Face Fundraising) in Thailand in order to meet the predefined target. Line managing at least 4 people (with overall responsibility for over 50 people) a key responsibility is maintaining staff motivation and professionalism. And secure adherence to organization's policies and guidelines

Key Duties

Roles and Responsibilities: Development

- Provide the vision and leadership required to maximize the potential of the direct dialogue fundraising donor recruitment program.
- Drive the evolution of the direct dialogue fundraising program in Thailand by looking for opportunities to improve through the refinement of current procedures, strategic planning and implementation of new initiatives.
- Implement strategy to make direct dialogue campaigners (DDC) feel an integrated part of Greenpeace.
- Take overall responsibility for the integration of direct dialogue and campaigns, with a view to maximizing the outreach and overall potential fundraising.
- Liaise effectively with other departments to ensure campaign information and materials being distributed to teams is accurate, timely and presented in an appropriate manner.
- Contribute to the international discussions on direct dialogue fundraising to ensure that the whole of Greenpeace benefits from experience being gained in Thailand and vice versa.
- Take an active role in the wider fundraising strategy, planning and implementation.

Roles and Responsibilities: Program Management

- Manage and coordinate in all areas of the direct dialogue fundraising to ensure they are maximizing performance, cost effectiveness and meeting organizational forecasts for results.
- Responsible for income delivering as targeted annually while controlling the expenditure budget.
- Responsible for developing an effective DDC recruitment program ensuring that enough DDCs are employed/targeted to meet annual donor numbers and income targets.
- Responsible for the DDCs acquiring the quality donors maintaining at least 70% of yearly retention donors rate.
- Develop and maintain the DDCs to reduce the burden on recruitment and increase performance.

- Initiate and develop an effective promotion path is provided to ensure coordinator and leadership positions are always filled.
- Ensure that employment contracts align with current employment contract law.
- Supervise and develop the most effective initial and ongoing training and coaching programs to keep DDCs achieving results, motivated and engaged with the program and the organization. When and where targets are not being met by individual DDCs ensure the coordinators are effectively following performance management procedures to get their staff back on target or take disciplinary action as required.
- Appropriately respond to any direct dialogue related correspondence from donors or the public within a timely manner.
- Ensure the right venues for direct dialogue activity where should be matched to Greenpeace's donor target group.
- Oversee development of materials and equipment for direct dialogue fundraising to ensure it is well targeted, inspiring and sets us apart from our competition in the minds of the public.

Roles and Responsibilities: Management of staff

- Recruit and manage permanent coordination staff and administration staff and ensure they contribute fully towards the objectives of the program.
- Manage the recruitment process to maximize team strength and effectiveness.
- Provide clear direction, ongoing support and development opportunities for the management and administration staff.
- Conduct performance appraisals with direct reports.
- Assist co-ordination staff in preparing annual strategic plans for their programs and in refining these down to achievable work plans.

Roles and Responsibilities: Reporting, Budgeting and Analysis

- 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 supporter attrition and test strategies to reduce it.
 - provide other useful reporting such as individual fundraiser performance, demographic analysis etc.
 - Oversee all reporting to Fundraising Manager and Deputy Fundraising Director.
- Work with the line manager to prepare annual budgets for the direct dialogue program.
- Take overall responsibility for the direct dialogue budgets, forecasting and expenditure.
- Regularly monitor expenditure to ensure it is kept within budget.

Roles and Responsibilities: Management of procedures

- Oversee the timely and accurate administration, outreach campaigner results reporting and payroll.
- Manage the movement of forms to ensure income is received as soon as possible.
- Monitor and control communication with outreach campaign teams.
- Ensure Greenpeace policy and procedures are observed.
- Oversee the effective management of all outreach campaign team stocks of uniforms, display equipment and stationery.
- Ensure that adequate supplies are available at all times, in each of the satellite offices.

Roles and Responsibilities: Others

- Serve on cross functional project teams as required ensuring a fundraising and marketing perspective is effectively represented.
- Any other appropriate tasks or projects as delegated by Deputy Fundraising Director.

Key Performance Indicators

- Achieving targets for the year, in terms of number of Direct Dialogue donor sign-ups, number donors, acquisition income, reducing debit fail rate, sign-up per hour, number of working hours etc.
- Effectively spent on expenditure budget.
- Maintain proper turnover rate of DDCs and Core Team.

Educational Background & Fundamental Qualifications

Level of Education:	Bachelor’s Degree or higher
Field of Study:	Marketing/Communications/Business Administration or related field
Work Experience:	<ul style="list-style-type: none"> ● 5 years+ experience in fundraising or sales/marketing ● 3 years+ experience in leading and managing teams ● 3 years+ experience in managing large budgets/meeting income targets ● Ideally have experience working for an NGO.

Competencies and Skills

Organizational Competencies	<ul style="list-style-type: none"> - 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 multi-cultural 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. - Quality: Knowledge and/or experience in meeting and surpassing requirements by setting high standards for the condition of outputs. - Strategic Thinking & Global Mindset: Knowledge and/or
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	experience in addressing organizational objectives by developing calculated approaches that integrate an openness to and awareness of diversity across cultures.
Functional Skills	<ul style="list-style-type: none"> - Good oral and written communication skills in English and Thai. - Knowledge and/or experience in Excel, budgeting, forecasting, fundraising reporting and analysis - Experience in public speaking.

Specific Work Environment

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 9.00am to 6: 00 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

Parental Leave: As per labor laws and Greenpeace policy

Long Service Leave: 2 months paid leave after 5 years of continuous service

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 is committed to the principle of Equal Employment Opportunity for all employees, regardless of sex, marital status, nationality, religion, age, sexual orientation and any other characteristics unrelated to the performance of the job. Selection will be in accordance with objective, job related criteria and the appointment will be on the basis of 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 write Letter of Introduction, explaining why you are qualified for the position and why you want to work for Greenpeace, fill-up the attached Application

and email to: jobs.th@greenpeace.org

Deadline for Applications: November 10, 2020

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 form. The recruitment pack contains information about Greenpeace, about the job you are applying for, and brief information on employment conditions.
2. Complete all items in the application form. Remember that this will be our basis for shortlisting candidates. **Curriculum Vitae (CVs) will not be accepted.**
3. Make sure you email the form to the correct email address (jobs.ph@greenpeace.org), addressed to the HR Department, and ensure that your application form arrives before the closing date. Application forms received after the closing date will not be accepted.
4. If you have questions, kindly email jobs.th@greenpeace.org.

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