POSITION DESCRIPTION	
Title	**Face to Face Team Manager Melbourne, D2D**
Unit	Face to Face (F2F)
Reporting to	Campaign Manager (Melbourne)
Location	Ross House, Room 4.0, 247-251, Flinders Lane, Melbourne 3000
Position Statement	This position assists the Campaign Manager to lead and manage up to 25 frontliners for Australia for UNHCR. The primary focus of the role is to ensure all staff members working in the Melbourne D2D office receive coaching and training to deliver on key Face to Face KPI's.
Accountabilities and Responsibilities	
Leadership	• Drive the growth of the Melbourne D2D fundraising program to achieve objectives and targets. • Motivate team members to achieve and exceed daily and weekly targets. • Lead by example working with the team to obtain pledges. • Create a fun and positive team environment so that team members can work to the best of their abilities. • Monitor team performance and provide support and additional coaching/training where necessary. • Ensure that any serious issues from field operations affecting program management are communicated to the Campaign Manager. • Act as the 2IC (Second in charge) for the Melbourne D2D program and as the Acting Campaign Manager when the Campaign Manager is away.
Recruitment & Training	• Deliver at least one in every eight induction trainings and interviews. • Train new staff on the field, provide additional 'on the job' training and identify any other training needs of team members. • Run on-site meetings, before the start of each shift, for a minimum of 3 days of the week including role plays, objection handling and a campaign update/passion speech. • Develop all team members and guide their development by training a skill each day with team members at the sites visited. • Use a variety of coaching techniques to improve the performance of team members including role plays, observation, coaching forms and effective questions.
Field Management	• Ensure all team members follow office policies such as who to contact in event of cancellation. • Manage shift cancellations by switching members of the team in liaison and coordination with the Campaign Manager. • Understand state legislation and location restrictions and ensure all team members have the necessary permissions to work at their rostered location. • Identifying new locations and reporting these to the Campaign Manager on an ongoing basis. • Ensure the safety of others in the field and communicate any risks to the Campaign Manager.
Sales	• Meet the individual daily sign up targets prescribed by Australia for UNHCR and ensure that individual pledge rate and pre-debit attrition are on target. • Work with the Campaign Manager to ensure that all team target KPI's, as per the Team Manager handbook, are achieved on an ongoing basis. • Set daily/weekly sales targets for team members as agreed with the Campaign Manager in weekly campaign meetings.

	• Monitor individual team member performance and provide sales support. • Encourage team members to go on travel trips in order to ensure monthly targets are met.
Organisational Responsibility	• Attend the weekly team meeting and deliver skills based workshops at the request of the Campaign Manager. • Run the weekly team meeting at least once every month, including a workshop to improve skills in the team. • Attend a weekly 1-2-1 with the Campaign Manager including weekly results reporting and team overview. • Attend a monthly meeting with the Campaign Manager and Training & Development Manager for a monthly results report and campaign overview. • Conduct team building events to build team morale.
Administration & Human Resources	• Ensure team members record their start and finish time accurately daily. • Maintain low turnover of performing team members. • Ensure team members have adequate supplies of stationary, welcome packs and collateral. • Ensure all materials are kept safely and securely and managed at minimal cost. • Ensure team members take sufficient breaks and understand the Australia for UNHCR Face to Face Employee Handbook. • Ensure all team members comply with Australia for UNHCR's Policies and Procedures, the PFRA Standard and FIA Standard of Face to Face Fundraising Practice. • Communicate positively to all team members and encourage a positive mindset throughout the Australia for UNHCR in house program.
Advocacy	• Ensure all team members are briefed on the latest ERT/UNHCR developments as communicated by Australia for UNHCR. • Ensure that all team members are professional advocates for Australia for UNHCR in their appearance and communications with the public.
Selection Criteria	
Essential Qualities	• Proven experience working within a face to face sales program. • Proven track record exceeding KPIs in a fundraising or sales environment. • Ability to lead and manage fundraising/sales teams. • Ability and willingness to communicate the objectives, policies and vision of the organisation to staff. • Positive pro-active mindset and ability to inspire others. • Proven ability to coach and train individual fundraisers or sales reps through a variety of training methods.
Desirable Qualities	• Experience delivering training and coaching to Face to Face fundraisers. • Understanding of face to face fundraising location regulations. • Experience managing staff and running meetings. • Experience working in an in house fundraising program.
Person Specifications	• Acts with integrity, honesty and credibility. • Open, friendly, confident and approachable. • Reliable and flexible. • Highly motivated team player. • Commitment to the goals of Australia for UNHCR. • Respect for and understanding of cultural diversity.
Key Competencies	• Willingness to lead from the front and work with teams in the field. • Leadership skills. • Strong interpersonal skills.