

act:onaid Job Description and Person Specification

Job Title:	Sponsorship Assistant		
Directorate:	Fundraising	Salary Level:	Non Managerial (NM) 2
Reports directly to:	Child Sponsorship and High Value Manager		
Location:	Accra		
Job Overview	<p>To support fundraising activities through,</p> <ul style="list-style-type: none"> • Effective contribution to the coordination of child sponsorship activities between the funding affiliates and regional teams in line with sponsorship procedures and performance indicators • Comprehensive and efficient administration of data of children and financial supporters, especially child sponsors • Provision of high standard supporter care to child sponsors. 		
Accountabilities			
Key Responsibilities	Key Activities		
Operation of Sponsorship Management System	<p>Support to manage the database of children and ActionAid Ghana (AAG) child sponsors by:</p> <ul style="list-style-type: none"> • Timely generate, print, and distribute message collection lists and forms to Regional programmes. • Sort data (profiles, child messages and photos) received from Local Rights Programmes to ensure they meet AAI minimum sponsorship standards (quality controlling); • Input acceptable data received from Local Rights Programmes into the sponsorship management system; • Support to review and approve media contents uploaded by Regional programmes on SK, (ensuring they meet AAI's minimum sponsorship standards) • Timely processing (i.e. logging, packaging, addressing,) and dispatch of all sponsorship communications including: <ul style="list-style-type: none"> ○ New profile Messages ○ Updated profile messages ○ Regular Child messages ○ Photo updates • Support Regional Programmes in media collection exercises. • Identify system users' knowledge requirements and provide accurate and consistent information to enable them to perform their roles more effectively. 		
Sponsorship Management	<ul style="list-style-type: none"> • Monitor sponsorship activities at the various LRP levels and ensuring they conform to the minimum standards or best practices; 		

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	<ul style="list-style-type: none"> • Produce monthly monitoring reports and sharing with key staff within AAG; • Respond to or forwarding to field (and monitoring replies to) sponsor requests/queries in a timely manner (within two weeks); • Participate in partners and field staff training and inductions particularly during message and photo update collection exercises; • Distribute letters from supporters to the relevant LRP timely (within two weeks) and ensure correspondence are acknowledged with quality information.
<p>Sponsorship Administration Support</p>	<ul style="list-style-type: none"> • Give support to programme teams during PRRPs. • Contribute electronically via the sponsorship management system to LRP Start-ups and Phase-out processes. • Monitor workflow and submission timelines using 'SK tools to ensure that work is accomplished within agreed deadlines without compromising quality. • Support to monitor AAG performance dashboard on SK and liaise with LRP to complete outstanding tasks.
<p>Fundraising</p>	<ul style="list-style-type: none"> • Identify and communicate potential fundraising opportunities that emerge during work to relevant staff in AAG. • Support to develop strong concept notes and proposals in line with opportunities identified. • Proactively discuss the work of ActionAid Ghana with potential individual and corporate donors for partnerships building and fundraising. • Answer enquiries about all aspects of the work of ActionAid or promptly refer to the appropriate person/team where appropriate. • Refer identified opportunity of local financial support to supervisor or Head of Fundraising. • Assist to input required information into contract management system and keep it updated regularly. • Assist to provide quality supporter care services to local donors. • Performs any other task assigns to him by the Fundraising Manager
<p>Contract System Management</p>	<ul style="list-style-type: none"> • Assist to manage ActionAid Ghana's portal on the Federation Contract Management System (CMS). • Support to create and manage Grant, Project, and Delivery pages in CMS for projects and assist Managers and Officers in effective project management. • Input, upload, and update relevant ActionAid Ghana's data on the Contract Management System.

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	<ul style="list-style-type: none"> • Add new stakeholders to CMS and maintain current stakeholder information. • Support to manage proposal development related Activities in the CMS Grant Workflow • Assist to train AAG staff on CMS requirements, usage and management. • Ensure that users handle confidential data on the systems properly and only authorised persons are allowed to access information on the system.
Management Information System	<ul style="list-style-type: none"> • Assist to provide administrative support, training, and assistance in managing the MIS System for users, including partners. • Support to review and upload reports on the Management Information System. • Assist to train AAG staff and partners on the management and usage of MIS system.
Reporting communication	<ul style="list-style-type: none"> • Support to produce and review reports such as community voice content, soft story, Gift Fund, Fact & Figures, case studies and phase-out reports for the funding affiliates of Greece, Italy and UK. • Ensure quality checking and timely submission of CS reports and photos and help increase the capacity of team members with effective feedback
Safeguarding role	<ul style="list-style-type: none"> • Uphold and defend all child protection and safeguarding issues in accordance with ActionAid Child Protection/Safeguarding Policies and related national and international laws; • Educate other stakeholders (partners, community focal persons, service providers etc.) on child rights and safeguarding policies; • Report poor practice or potentially abusive behavior against children to your supervisor promptly; • Ensure that parental or guardian’s consent is sought for any activity with a child and encourage parental participation in all activities involving children; • Ensure parental guardian consent is sought before taking any images or footage of children.
Relationships/Assets maintained	
<i>Internal Relations (Describe level and nature of contacts with AAG)</i>	Reports directly to Child Sponsorship and High Value Manager but maintain close working relationships with Systems and Contracts Officer and LRP teams.

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External Relations (Describe level and nature of contacts outside AAG)	Maintains close contact with Federation Support Teams on CMS and Child sponsorship database management System.
Responsibility for Assets (Describe types of assets directly handled or supervised)	Workstation computer and accessories, chair and desk, printed reports, messages forms, photo cards, envelopes and any other AAG assets in your possession (temporarily or otherwise) for work purposes.
COMPETENCIES:	
EDUCATIONAL QUALIFICATION (State minimum entry educational/professional qualification required by the position).	<ul style="list-style-type: none"> • Diploma in relevant field with 2 years' experience;
TECHNICAL (State core job knowledge/skills required for successful execution of the job)	<ul style="list-style-type: none"> • Knowledge of database management and related business processes (familiarity with child sponsorship management systems will be added advantage) • General understanding of child sponsorship and child-focused activities • Understanding of community work • Ability to plan and organise work effectively. • Computer literate and ability to use Microsoft Office software (Word, PowerPoint, Excel and Outlook)
PERSONALITY (State core personal attributes required for successful execution of the job)	<ul style="list-style-type: none"> • Detail orientation (paying attention to details); • Integrity; • Excellent interpersonal skills; • Child and gender sensitivity; • Communication skills; • Innovative mindset; • Stress tolerance; • Good judgement • High learning ability.