

SFT F5

Support the work of your fundraising team



Overview

This standard is about working effectively within a team and helping to improve the team's work as well as responding positively to feedback on your work within the team. The team in this standard could include people working at a lower, higher or the same level as you and include volunteers or paid staff.

There are two elements

- 1 Work effectively with other team members
- 2 Help to improve the work of your team

This standard is appropriate for people new to fundraising and those supporting fundraising activities in your organisation.

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Performance criteria

Work effectively with other team members

You must be able to:

- P1 communicate with other team members, checking that you have made your meaning clear
- P2 work in a way that supports the work of other team members, within the limits of your job role and whilst being able to complete your own work on time
- P3 pass on essential information to other team members as soon as possible
- P4 carry out any commitments you have made to other team members in line with organisational requirements
- P5 explain to team members any circumstances that may prevent you from meeting agreed commitments
- P6 develop effective working relationships with other team members
- P7 identify any problems with your working relationships and work with other team members to solve these problems
- P8 follow your organisations procedures if there are problems with working relationships that you cannot resolve with your team members

Help the work of your team

You must be able to

- P9 identify areas where your team could improve its work
- P10 suggest improvements in line with agreed procedures
- P11 make suggestions for improvements at an appropriate time and place
- P12 listen to and respond to other team members' ideas about your suggestions in line with organisational protocols

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Knowledge and understanding

You need to know and understand:

- K1 why effective team work is important and how you can contribute to your team's effectiveness
- K2 the people who make up your team and how they contribute to the organisation's work
- K3 the responsibilities of your team and why they are important to the organisation as a whole
- K4 the aims and objectives of your organisation
- K5 why it is important to communicate clearly and effectively with members of your team and how to do so via techniques such as
 - K5.1 e-mail
 - K5.2 face-to-face
 - K5.3 telephone
 - K5.4 writing short progress reports and notes
- K6 the limits of your job role and what you can and cannot do when helping members of your team
- K7 what you should do if helping a member of your team makes you fall behind with your own work
- K8 the types of essential information that need to be passed onto members of your team and why you need to pass it on as soon as possible
- K9 the types of working relationships that help the team to work well and the types of relationships that do not
- K10 how to deal with difficult working relationships
- K11 the procedures in your organisation to deal with conflict
- K12 why it is important for teams and organisations to continue to improve the way they work
- K13 how to look for and identify possible improvements at work and in working relationships
- K14 how to make suggestions in a constructive way that do not sound too critical
- K15 the appropriate time and place to make suggestions for improvements in the way the team works
- K16 why you should deal positively with team members' ideas about your suggestions

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Additional Information

External Links

The Institute of Fundraising's Code of Fundraising Practice and the International Statement of Ethical Principles in Fundraising should be read alongside this NOS.

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