



Project Coordinator

Job Description

19 December 2023 | Final

Closing date

Midday Monday 22.01.2024

Interviews

February

Start

March

About Legacy Voice

We are Legacy Voice, a strategy and communications consultancy supporting charities to grow through gifts in wills and in-memory giving.

We believe that legacy giving is the future. And there has never been a better time to be involved in the legacy giving sector, which annually raises £5 billion in voluntary income for charities and is set to double in the next twenty years.

Legacy Voice works across both legacy and in-memory giving.

Legacy giving is unique in fundraising as it is both strategic and long term in its scope, and it goes to the heart of people's values, their identity, and the world they want to leave when they die. And we have a responsibility to ensure that what matters most to people lives on.

In memory plays an important role in enabling people to commemorate those they've loved and lost. And helps them along their own grief journey in giving their time, raising funds and retaining an emotional connection with a cause that was important to their loved one.

Our core consultancy services are: 1) Insight and strategy development; 2) Creative proposition development; 3) Supporter journey strategy; 4) Legacy culture building and training.

We work with the long established and newly emerging, for the likes of British Red Cross, Comic Relief, Help for Heroes, Macmillan, Maggie's, Marie Curie, Mencap, Prince's Trust, Royal British Legion, RSPCA, Scope, UCL and the Woodland Trust.

Legacy Voice is part of Legacy Futures the UK's largest charity consultancy that specialises in legacy giving. We offer a new integrated approach to legacy giving, from the first connection to the final

donation; to make every legacy count and secure the future of your charity. We work with 275 charities around the world, including most of the UK's top 100, to help charities grow through the transformative power of legacy giving. Our aim is to become globally recognised as the most trusted partner for everything legacy.

Legacy Futures consists of three teams, who work individually with charities, and together in collaboration where clients choose to make the most of all our services:

- **Legacy Foresight** – Insight and analysis – The best benchmarking, research and forecasting in the sector to inform legacy giving strategies.
- **Legacy Link** – Legacy administration – The UK's largest team of skilled administration consultants, to maximise your gifts in wills income.
- **Legacy Voice** – Strategy and communications – To turn insight into strategy and actions that will transform your legacy giving potential throughout the donor journey.

Our values reflect and guide who we are, how we behave and the aspirations we hold dear, both as a company and as individuals:

- *Think Big* – Never constrained in our thinking or in what legacy giving can achieve.
- *Work Together* – The best solutions are built on trust and collaboration.
- *Always Deliver* – Above and beyond, to the highest of standards.

And we are proud to say that Legacy Futures has been awarded Top 100 Great Places to Work 2023 for Consulting and Professional Services.

There are others out there who can do some of what we do but no-one has the depth and breadth of expertise, or our reputation in the legacy giving space.

Legacy giving means the world to us.

And that's why we do everything legacy.

Legacy Futures **About the role**

We are looking for a Project Coordinator to provide administrative and project management support to our Legacy Voice consultancy team as we continue to grow. You will be part of a team of 10.

You will report to the Client Services Manager and work closely with our Head of Consultancy, the other consultants in our team, and the Client Partnerships Director who leads the team. You will also liaise with our colleagues in our teams across the group, particularly when there are cross-group projects that come into the consultancy team.

You will also support the Client Services Manager on client projects that require administrative and organisational support, sometimes working directly with our clients alongside the Client Services Manager and the lead consultant on the project.

This is a practical, hands-on role. We are looking for a task-oriented, calm and organized professional with a fine eye for detail. You will help us work more effectively and collaboratively, monitor and report weekly on our client workflow, to help us ensure the consultancy team is fully utilised, and help to identify ahead of time when we might need to support the team during busy periods.

As part of a fully remote team, this role is home-based but you will always feel connected to the team with regular online meetings each week and quarterly in-person meetings in London. We offer flexible

working and will consider 3-5 days for the role, depending on your needs. All travel expenses will be paid from your home in line with our expenses policy.

Responsibilities

Working with the Client Services Manager and the Consultants, you will keep up to date our work traffic flow, and report to the team each week what our upcoming workflow looks like at a weekly and monthly level and flagging any potential issues or opportunities.

Working with the Client Services Manager and business development team, you will keep up to date our upcoming work and new business pipeline for proposals and pitches, using our software package Insightly. Training will be provided to use Insightly.

Manage diaries for team and client meetings.

Arrange research interviews for our client projects, including supporters and internal stakeholders.

From time to time, set up status reports where required for large projects and update them weekly.

Where required, support the team in project managing client work, in support of the Client Services Manager and the lead consultant on that project.

Help to keep case studies and testimonials up to date when projects are completed.

Attend and contribute to weekly Legacy Voice team catch ups (online).

Attend and contribute to monthly Legacy Futures group meetings (online and quarterly in London).

Skills, qualities, and experience

Essential

Highly organised, calm and efficient in your working.

Enjoys working in a fast-paced environment, balancing multiple projects and deadlines simultaneously, whilst always maintaining attention to detail.

Experience of project management and managing the flow of project work is essential, although this can be from another sector, not directly related to charities.

A people person, able to build trust, rapport and relationships with a wide group of people, from colleagues and other teams, to experience of dealing with clients and or customers.

Self-motivated and able to work under own direction without close supervision.

A good team player, able to work alongside and co-ordinate with our team of experienced experts.

Competence in Microsoft Office suite and confidence in using online tools. You will need to be able to create proposals in Word and Powerpoint, able to use house branding styles and formatting. Competent with Excel spreadsheets and creating timing plans and visual gantt charts. We will be setting a short skills test as part of the interview process.

IT-literate, able to manage a home office without hands-on IT support.

Desirable

Experience of working in a fundraising environment, or agency/consultancy-side is desirable but not essential.

Experience of using workflow software platforms, like Insightly (project and new business pipeline) and Float (workflow management).

Experience of setting up and running online Teams and Zoom meetings.

Experience of using online whiteboard platforms, like Mural, for online client and internal team brainstorm.

Experience of agile working practices.

Benefits

The opportunity to work in a professional, flexible, fast-moving environment.

Doing work that makes a positive difference to our world.

Working with a team of brilliant, like-minded peers.

Flexible, home-based work, with the benefits of regular face-to-face meetings with clients and the team.

A chance to grow with the job and take on higher levels of responsibility in time.

25 days paid annual leave per year pro rata (plus Bank Holidays).

A competitive salary of £30,000 - £33,000 pro rata plus 5% pension contribution.

Employee Assist Programme available to all employees to help deal with work or non-related issues that may be causing stress.

Discretionary bonus scheme.

Company laptop and home office working support.

Virtual IT help desk to help you get set up and with day-to-day tech support.

How to apply

Please send us an email with the subject line: [Your Name]/Project Coordinator Application

– telling us a bit about yourself and explaining why you want this job. Either attach your CV or link to a comprehensive LinkedIn profile. Send your application to claire.truswell@legacyfutures.com

The closing date for the role is midday Monday 22nd January 2024 with first interviews taking place Monday 12/02/24 – Tuesday 20/02/24.

We're an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. In the interests of fairness, we are asking people not to contact the Client Partnerships Director or the Legacy Voice team directly about this role.

Salary

£30,000 - £33,000 per annum pro rata

3-5 days per week (Negotiable based on the requirements of the candidate)

Location

UK home-based, within reasonable reach of London for meetings

Start

March

