



Job Description & Specification

Job Title	Digital Project Coordinator
Department	Fundraising and Communications
Reporting to	Senior Manager, Fundraising and Communications
Salary	£22,000 to £26,000 per annum, depending on experience
Location	Cool Earth Office, Penryn, Cornwall (currently home-working)
Essential Purpose of Role	To coordinate digital projects for the Cool Earth Fundraising and Communications team from inception to delivery. Specifically this role will be responsible for the project coordination and ongoing administration of the new Cool Earth website and new Customer Relationship Management (CRM) software.
Contract Type	Full-time, Permanent

Job Description

- Coordinating and delivering multiple projects from start through to completion
- Working with the CRM agency on and reporting to the Senior Manager for discovery, database build, migration of data, testing and staff onboarding for Salesforce CRM
- Working with a website agency on and reporting to the Senior Manager for discovery, build, content population, testing and roll-out of the new website
- Administration, testing and content population of the website and CRM
- Ensuring the website and CRM and associated procedures are GDPR compliant
- Building and maintaining strong working relationships and managing expectations with internal stakeholders and external agencies
- Estimating workloads and budgets, and developing schedules
- Forecasting risks to projects and dealing with changes in scope
- Maintaining, managing, and delegating resources effectively
- Helping Cool Earth meet organisational objectives
- Ensuring that the project meets the standards expected by Cool Earth

Person Specification

Essential Skills and Abilities

- Educated to degree level or equivalent
- Project coordinator experience gained in the commercial or third sector

- Effective at planning, monitoring and reviewing
- Experience in managing resources and budgets
- Excellent communication and relationship skills
- Possess exceptional organisational skills
- Possess excellent verbal and written skills
- High level of computer literacy
- Self-motivated team player who uses their own initiative and is proactive
- Problem solver with strong attention to detail
- Works well under pressure and to deadline
- Passion and enthusiasm for Cool Earth's ethos and aims

Desirable Skills and Abilities

- Experienced in using Trello or similar project management software
- Working knowledge of Customer Relationship Management software (e.g. Salesforce)
- Working knowledge of website content management systems (e.g. WordPress)
- Working knowledge of digital marketing, including Google Analytics
- Working knowledge of GDPR and data protection laws
- Experience of working with external agencies
- Experience of working within income generation and communications teams