COMPETENCE ANALYSIS OF THE FACE TO FACE FUNDRAISER IN THE THIRD SECTOR.

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Extended Summary.

INTRODUCTION

Nowadays, Face to Face is one of the main channels for recruiting new members of non-profit organizations (N.P.O) but there is no explicit to the position of Face to face Fundraiser in the National Code of Occupations.

Preparing a competency management model is essential to carry out a good face to face department. A Dictionary of Competencies is one of the keys, and it should be an internal organizational document in which the competencies defined in term of the strategy are presented.

The main objective of the research is the analysis of the skills of the face to face fundraiser for non-profit entities. As specific objectives, the preparation of a Job Description that includes a Competency Dictionary, as well as the responsibilities, tasks, training and experience demanded in the workplace.

The work is carried out with the collaboration of the Vicente Ferrer Foundation, an N.P.O. of Development Cooperation that works with the most disadvantaged communities in India.

METHOD

The method is divided into two phases, first, a bibliographical review has been carried out in different databases with the keywords "selection", "competences", "face to face", "fundraising" and "N.P.O."

The Barcelona Activa dictionary of key skills has been sent to 8 responsibles for the management of Face to Face in the different delegations of the organization. They participated in two meetings via Skype, the first is just an introduction, and the second one is hour and a half in which a discussion about the Job Description takes place. A consensus is reached on the definition of each skill, adapting the behavioral indicators to the particular job position and the competences that are part of the final document are decided.

RESULTS

Very little information is found combining the terms competences, NGOs, face to face, fundraising and similar terms, both in Spanish and in English.

During the meeting with the experts, a consensus was reached about the responsibilities, tasks, knowledge and experience included in the Job Description.
In the same way, after a debate of about an hour, in which all the competences included in the Barcelona Activa Dictionary have been analyzed, a consensus has been reached on the competences that will form the dictionary, and that, in our case , offer us an approximate view of the competence profile of a partner collector.
In the dictionary 7 cardinal competences have been included, with two levels: basic and advanced. In addition, the levels to be taken into account of the other 14 competences have been assessed by elaborating only a basic level.

DISCUSSION

The present work establishes research lines that will allow, in the future, the launching of competency interviews, based on questions about the past behavior of the candidates. This will speed up the selection process and improve efficiency. On the other hand, the whole competency management model, starting with the documents prepared during the project, can significantly facilitate the evaluation of the workers' performance. It will be easier to detect what competencies people have and work to empower them in each case.

Finally, it has been proposed from the Vicente Ferrer Foundation to continue with the project, performing competence analysis of other positions within the Face to Face department, such as the position of "Team Leader" or the position of "Manager". In this sense, the present project will serve as a starting point and protocol of action for the following studies.