

Royal Papworth Hospital NHS Foundation Trust

Role Profile: Fundraising and Stewardship Manager

Job Description/Person Specification

Dear Applicant,

Thank you for considering a position at Royal Papworth Hospital NHS Foundation Trust.

Contained in this pack is a job description and person specification. We recommend that you work through the contents of this as you complete your application. We would encourage you to get in touch with the contact for the advert to learn more about the role ahead of your application.

We feel it is a great time to apply to join our incredible organisation; our world-wide reputation and opportunities to gain exceptional experience mean that this is a wonderful place to develop your career.

Royal Papworth Hospital is the UK's leading cardiothoracic hospital, treating approximately 50,000 patients each year, and is currently rated 'outstanding' in all domains by the Care Quality Commission (CQC). The Trust is one of the best NHS Trusts in the country for inpatient experience, achieving 9.7 out of 10 in the CQC inpatient experience survey, and regularly scores 97% in outpatient feedback from the friends and family test.

What we ask for from you

At Royal Papworth, we pride ourselves on our values. We expect all our staff to uphold our values of compassion, excellence and collaboration at all times. This means that we are committed to recruiting the right people to create the best working environment: people with the skills, behaviours, and competencies to achieve and support high standards of patient care in a specialist centre, pioneering interventions, and improvements. You will find more information about our values and behaviours at the end of this role profile pack.

Royal Papworth Hospital is proud to employ a diverse workforce who are encouraged to use their individuality in their work. We believe that our success as an organisation relies on our ability to foster an environment which encourages using our differences as a strength. We work to ensure that these differences are protected and that everyone is treated with respect, kindness and dignity at all times. We empower staff to promote an environment of speaking up, to understand bias and to ensure that our workplace remains free from discrimination.

What you can expect from us

We have many exciting programmes and initiatives that are ongoing, helping us to deliver our strategic objective to deliver the best staff experience in the NHS.

Our Collective and Compassionate Leadership programme was developed in collaboration with our employees to understand our eight priorities for improving our culture and leadership. Through developments like this, we are continually working to ensure we are embedding the right leadership culture across the Trust with support and empathy at the fore.

The health of our staff is our priority.

We have a comprehensive range of health and wellbeing initiatives in the form of mental, physical and financial support programme, such as the staff hardship fund which provides food vouchers, emergency financial aid for people experiencing hardship.

All employees can also enjoy 50% off food and drink in our hospital restaurant.

We have dedicated health and wellbeing facilitators working across the Trust to support staff. We are proud to run staff networks which meet regularly: Race Equality Network; LGBT+ Network; Women's Network; Disability and Difference and Carers (DAD) Network.

The benefits of working for Royal Papworth extend beyond job satisfaction.

As a member of the Royal Papworth family you will have access to the following benefits: continuous professional development ; NHS Pension Scheme; extensive retail discount scheme, access to free, confidential health service; free access to an Employee Assistance Programme; subsidised restaurant, staff recognition and appreciation scheme, membership options at Frank Lee Centre Leisure & Fitness (campus gym), salary sacrifice 'cycle to work' and 'car lease' scheme, flexible working, access to library services, on-site childcare, and a generous annual leave entitlement of 202.5 hours (27 days) plus bank holidays.

We look forward to receiving your application.

Job description

Role title	Fundraising and Stewardship Manager	Reporting to	Head of Fundraising
Directorate	Finance	Appraised by	Head of Fundraising
Department	Charity	Working hours	37.5
Band	6		

Job Summary

We are looking for an exceptional Fundraising and Stewardship Manager who will be responsible for driving the charity strategy for Royal Papworth Hospital. This is an incredible chance to make a real difference by raising more funds than ever before.

As the Fundraising and Stewardship Manager, you will play a pivotal role in overseeing the income-generating activities for all fundraising income streams. You will lead the delivery of an innovative fundraising campaign for the Heart and Lung Research Institute, which will help fund vital research that could save countless lives.

To succeed in this role, you will need to be a creative and dynamic individual, brimming with passion for exploring new opportunities, creating new charity products and developing relationships with our diverse community of supporters. You will be passionate about best practice donor stewardship and understand the importance of relationship fundraising.

As the Fundraising and Stewardship Manager, you will also oversee charity events, develop partnerships with local businesses and provide comprehensive reports and data analysis to senior management. You will have line management responsibilities for the Community Fundraiser and Charity Administrator, ensuring that donations, cultivation, and stewardship of fundraisers are managed efficiently.

Main duties of the job

Income Generation

Responsible for income generating activities for all fundraising streams, the post holder will play a critical role in meeting the financial targets of the Fundraising Team. They will be responsible for developing and delivering a tailored stewardship program, introducing new charity products to encourage individual and regular giving, and promoting community and gifts in Wills. The successful candidate will also drive legacy promotion and secure new community fundraising partnerships, manage a portfolio of existing supporters, and oversee charity fundraising events and bespoke cultivation events to strengthen the charity's stakeholder relationships. Additionally, the post holder will provide comprehensive reports and data analysis to senior management for KPI monitoring across the charity.

Charity Operational Support

The post holder will provide general management and support to the Community Fundraiser and Charity Administrator. They will ensure that fundraising targets are monitored, and resources are optimally focused for maximum fundraising returns. The successful candidate will also play a key role in mentoring and developing current fundraising staff, addressing recruitment requirements, and overseeing the fundraising committee's activities. They will work closely with the Head of Fundraising and the Senior Team to assist in delivering the annual charity plan, effect permanent

changes to charity processes and procedures, and monitor supporter care processes to ensure corrective action is taken as required.

Finance and Governance

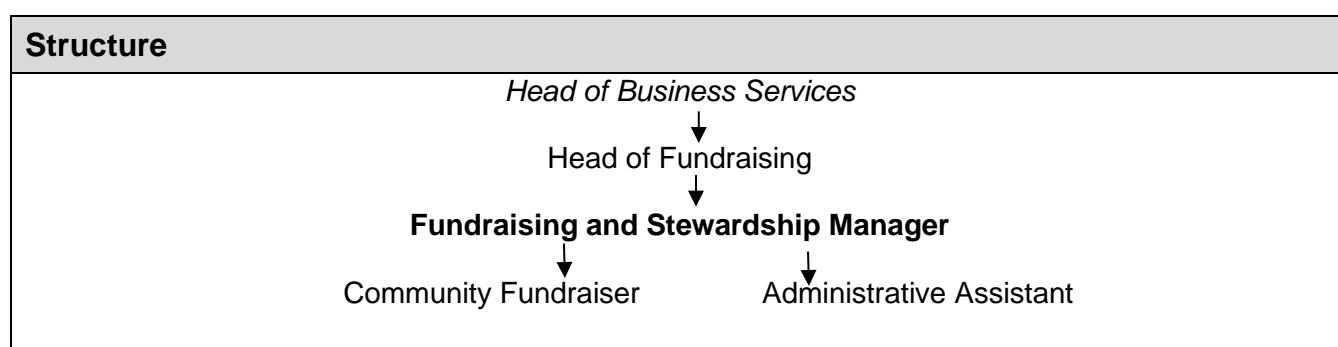
The post holder will ensure that all fundraising activities remain in line with the Charity Commission's guidelines and that the charity is compliant with the Gambling Commission where required. As a source of expertise on specialist aspects of fundraising, the post holder will ensure best practice and compliance in these fields. Additionally, they will ensure the charity's data protection requirements are met and support the Head of Fundraising in preparing papers for the Charitable Funds Committee and other Board committees as required.

Communication

Developing and maintaining strong working relationships with all stakeholder groups involved is a critical part of the post holder's responsibilities. They will maintain complete and orderly records of donors and manage regular donor communications, deliver national campaigns and local projects, and maximise community engagement. As a point of contact for stakeholders, the post holder will use their excellent negotiating and influencing skills to answer queries and produce and present complex, sensitive, and contentious information in verbal, written, and presentation formats. The successful candidate will also contribute to the development of quality indicators and actively engage in all charity programs to provide advice and guidance on fundraising and stewardship requirements.

Planning and Organising

The post holder will be a highly organised individual with the ability to work under pressure and deliver on tight deadlines. They will analyse the performance of fundraising products and activities for effectiveness, manage and deliver complex, long-term projects within the overall portfolio, and align the outcomes of specific projects to the overarching goals of the organisation. They will provide regular reports monitoring the progress of charity projects for the Head of Fundraising and comprehensive reports and data analysis to senior management on all income and expenditure activity.



General compliance		
1.	You must uphold the Trust's values Compassion Excellence Collaboration and associated behaviour standard and support Equality, Diversity and Inclusion.	
2.	You must perform your duties to the highest standard, with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements	
3.	You must comply with all Trust Policies and Procedures (and subsequent updates thereof) and with particular regard to Risk Management Health & Safety Information Governance Confidentiality Data Quality Freedom of Information Dignity at Work Safeguarding Vulnerable People Smoke-free Equal opportunities Being open: a duty to be candid	
4.	You will be responsible for compliance with infection prevention and control policies, procedures and standards and associated mandatory training. You must practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment, and other Trust premises, are clean, safe and tidy.	
5.	You must follow all Trust security policies and procedures and be vigilant to ensure a safe and secure environment for card	
6.	The Trust is committed to carefully screening all staff working with vulnerable people. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure of the appropriate level	
7.	You will be required to participate in the Trust's Appraisal process and associated development review If your role includes line management, you must ensure your direct reports participate in an annual appraisal and development review.	
8.	You must remain compliant with mandatory training requirements applicable to the post. If your role includes line management, you must ensure your direct reports remain compliant as applicable to their roles.	
9.	You will be responsible for data quality and complying with the policies, procedures and accountability arrangements relating to maintaining accuracy and probity in the recording of the Trust's activities.	
10	You will be required to perform any other duties that may reasonably be required from time to time	

The job description provides a general outline of the main duties and responsibilities of the role will be subject to review. In consultation with you, it may be amended to meet changes in the needs of the service and/or in your personal development requirements.

Person Specification

Contents set out below under Essential/Desirable will be assessed at the 'shortlisting' stage for applicants

Requirements	Essential criteria	Desirable criteria
Qualifications and Professional Registration	Experience in sector Evidence of continued learning and development	
Experience and Skills	Understanding of data protection legislation Working knowledge of fundraising systems Proven ability to influence, inspire and effectively manage staff Demonstrable ability to plan, manage time and prioritise own workload with minimum supervision as well as the ability to work under pressure Experience of setting and working to targets, budgets and deadlines Experience of identifying opportunities, planning new activities and managing change Experience of cultivating supporters and developing stewardship programmes Experience in writing service/development plans and reports Experience of dealing with senior clinical and managerial staff Ability to manage income and expenditure for complex projects Competently maintain a finance system, asset register, risk register and other relevant systems Ability to communicate across organisational boundaries Excellent oral and written skills Presentation skills and the ability to present to a range of groups and individuals	Strong knowledge and understanding of the third sector and Charity law Experience of improving the fundraising performance of a charity Experience of writing succinct and compelling copy with the ability to produce concise and creative bids Knowledge of UK Trusts and Foundations and Corporate giving in general and with a development focus in particular Experience of implementing policies and processes Experience in the analysis of business performance, target monitoring and performance management Ability to coach and train others with specialist knowledge

	<p>Ability to demonstrate enthusiasm and commitment</p> <p>Ability to work on own initiative and be the expert in your area</p> <p>Ability to work under pressure and prioritise tasks within complex deadlines</p> <p>Ability and willingness to travel for work and willingness to work evenings and weekends as required</p> <p>Sound knowledge in the use of information technology and its application in practice</p> <p>Ability to plan, deliver and manage complex programmes of work with multi-disciplinary teams</p>	
Values and Behaviours	Evidence ability to uphold the Trust's values Compassion Excellence Collaboration	

Trust values and behaviour standard on next page

Our Values and Behaviours

Operational definition	Behaviours	What we expect to see	What we don't want to see
Compassion			
<p>Recognises and responds to the needs of patients and colleagues</p> 	Listen	<p>Pays attention to others and evaluates their inputs fairly. Allows adequate time to actively listen and reflect.</p> <p>Responds appropriately in a compassionate, professional manner by having due regard for others.</p> <p>Listens to others with good attention and an open mind.</p>	<p>Dismissive of others or talks over them. Prejudges others.</p> <p>Shows lack of respect while others are talking.</p> <p>Unapproachable and rude towards others.</p>
	Care	<p>Speaks politely and demonstrates genuine interest in people and their situation.</p> <p>Shows concern for self and others' safety and wellbeing. Proactively looks for each others' wellbeing. Treats team members equitably.</p> <p>Sensitively explores patients and colleagues concerns; enables an environment in which concerns can be raised.</p>	<p>Indifferent to others' needs and feelings.</p> <p>Blames others instead of doing anything helpful. Achieves personal goals without consideration for the needs/interests of colleagues or the wider organisation.</p> <p>Insensitive and judgemental towards patients and colleagues.</p>
	Support	<p>Works in an inclusive and approachable way. Treats people inclusively with kindness, courtesy and politeness; values individual differences.</p> <p>Respects the needs of people and supports in an active manner.</p> <p>Promotes a collective culture by cooperating with patients and colleagues within and across teams and between different organisations; looks for solutions.</p>	<p>Disrespectful and treats people inequitably. Excludes others and works in isolation; resists others' attempts at collaboration.</p> <p>Behaves in a biased and insensitive manner towards others.</p> <p>Actively disregards, unsupportive or unresponsive to patients, colleagues or other teams. Criticises colleagues in front of others.</p>
Excellence			
<p>Makes a difference with each small improvement and by being open to new ways of working</p> 	Innovate	<p>Seeks new ideas/ solutions and shares them with colleagues.</p> <p>Encourages and builds on new ideas and celebrates every small improvement. Welcomes inquisitive questioning and creativity.</p> <p>Encourages debate. Enables and empowers people to apply new approaches from inside and outside the team.</p>	<p>Unreceptive to new ideas or change. Sees opportunities for improvement but does not raise them.</p> <p>Resists new ideas or sharing of good practices with others. Does not celebrate small gains.</p> <p>Discourages others from sharing ideas/solutions. Does not encourage debates around new ideas.</p>
	Learn	<p>Shows willingness to develop skills and abilities and seeks continual feedback.</p> <p>Shares and implements learnings with others in the team and beyond.</p> <p>Proactively encourages and supports varied and inclusive training opportunities. Considers long-term development of staff.</p>	<p>Makes no attempt to be up to date with knowledge. Has a disengaged, disinterested attitude and disregards feedback.</p> <p>Does not share lessons learnt with colleagues and beyond.</p> <p>Creates barriers to others developing their knowledge and skills.</p>
	Deliver	<p>Prioritises and organises work to deliver high standards of performance according to team and Trust priorities.</p> <p>Promotes Trust and team goals; highlights issues, challenges and risks to delivery. Supports colleagues, helps find solutions and reduces risks to enable delivery.</p> <p>Competently defines and manages tasks and takes accountability for updating on the progress of delivery. Identifies risks and early signs of potential problems and opportunities.</p>	<p>Delays tasks needlessly and does not deliver on agreed outcomes without good reason.</p> <p>Disregards Trust and team goals and policies and does not follow through on commitments.</p> <p>Unwilling to take accountability, review progress or update others.</p>
Collaboration			
<p>We achieve more together</p> 	Communicate	<p>Ensures message are open, honest, inclusive and there is clarity of expectations. Proactively shares knowledge and information and keeps others informed in a timely fashion.</p> <p>Encourages, listens and values all perspectives to enhance team approach. Shares information and keeps others informed as appropriate.</p> <p>Includes others in decision-making and engages with others across the Trust and in the wider health system as appropriate.</p>	<p>Inappropriately withholds information or uses inappropriate and unprofessional language.</p> <p>Does not listen and give people the information they need or disregards the information. Does not consider and integrate all perspectives.</p> <p>Avoids seeking input. Disregards others' expertise.</p>
	Respect	<p>Treats people equitably, with respect and with dignity within the team and across the wider organisation.</p> <p>Actively supports others in the way they would like to be supported or signposts to appropriate help.</p> <p>Enables a culture where colleagues are comfortable to express their views. Provides encouragement, praise and recognition among colleagues.</p>	<p>Puts people or their ideas down or demonstrates incivility. Shows a lack of regard for consequences of their actions on others.</p> <p>Indifferent to others' needs and ignores people in distress or in need of help.</p> <p>Does not acknowledge or value others or their achievements.</p>
	Courage	<p>Actively encourages good practices, positive attitudes and behaviours; challenges discrimination. Dares to challenge assumptions and engage constructively in difficult conversations.</p> <p>Responds to problems and willingness to solve issues. Takes ownership and accountability for tackling problems.</p> <p>Provides a safe environment for patients and colleagues to speak up or to escalate concerns. Recognises and acknowledges limitations in situations.</p>	<p>Passive or shows poor practices, negative attitudes and discriminatory behaviours.</p> <p>Keeps concerns to themselves and rejects feedback about others or their own behaviour.</p> <p>Does not voice concerns or discourages others from escalating concerns; does not follow through on concerns raised.</p>