



HEAD OF PHILANTHROPY (MATERNITY COVER)

SALARY	£50,000 - £55,000 per annum Internal Grade 3
LOCATION	Barnet (North London) and hybrid working available
HOURS	37.5 hours per week (full time). Some evenings and weekends, subject to accrual of time off in lieu (TOIL)
CONTRACT	12 month Fixed-term
REPORTING TO	Director of Fundraising & Communications
REPORTS	Trusts Manager (who manages a Trusts Officer), and a Philanthropy Manager

ABOUT NOAH'S ARK CHILDREN'S HOSPICE

Designed by families, for families, The Ark was opened in September 2019 by the Mayor of London. The grounds offer wheelchair accessible outdoor experiences, including a Woodland Walk through a 7-acre nature reserve, a hydrotherapy pool and overnight suites for families to be close to their loved ones.

At The Ark we are able to provide Specialist Care and Nursing for babies, children and young people, supporting their full clinical, emotional, social and practical needs. We have created a space where children who are seriously unwell are accepted as they are, safe to play, explore, express themselves and build confidence.

Rated as 'Outstanding' by the Care Quality Commission, the charity has had a sustained period of growth over the last few years and we are looking for high quality employees to come and be a part of that success.

Our expert staff and trained volunteers provide clinical, emotional and practical support for families across North and Central London and Hertsmere. We carefully adapt our support for every child and offer it wherever it is required - whether in their home, their community or at our state-of-the-art children's hospice building, The Ark, in Barnet.



We are dedicated to providing quality services and equal opportunities for all and guarantee interviews for all disabled candidates who meet the minimum criteria of the role.

JOB DESCRIPTION

Philanthropy, which covers Trusts & Foundations, Major Donors and Mid-Value Donors, is pivotal to Noah's Ark – typically accounting for around 46% of the charity's overall income. In real terms, that is c. £2.2m of our £4.7m fundraising target for 2026-27. This role also has a lead role in managing our Philanthropy & Corporate Board of influential volunteers that support our philanthropy programme.

Philanthropy is a real area of expertise for Noah's Ark and we have seen considerable success over the past 10 years. However, there is much scope for further, exciting growth. Specifically, there is much to do to re-engage lapsed donors and to build a healthy pipeline to ensure a steady flow of new donors join our programme. Our mid-value donor programme also requires further development to enable the cultivation of future Major Donors.

The Head of Philanthropy will work closely with the Director of Fundraising & Communications to dedicate time and attention to a strong portfolio of donors, and will contribute to the wider development of fundraising and communications strategies through senior team forum and all-staff forums.

The post-holder will be key in taking our Philanthropy programme to the next level, building on key existing relationships, increasing income and opportunities generated by our team's augmentation and growth and elevating the experience of supporting Noah's Ark.

ABOUT YOU

You will have considerable experience and success in high-value / major donor fundraising, at managerial level. You will be a dynamic, agile, highly organised, dedicated and reliable individual, ready to play a significant role in income generation. An exceptional and eloquent communicator, excellent at managing your time and a natural relationship builder. You will have a collaborative mindset and enjoy working with and managing team members with different personalities, styles of working and approaches to ambitious goals. You will feel at home being a key person with whom colleagues across the fundraising and wider charity teams liaise, in order to create the greatest outcomes for the children and families we support. You will have strong line-management skills and show excellence in donor stewardship.

We encourage you to apply if:

- You have proven skills in Major Donors fundraising and (ideally) Trust fundraising
- Have proven yourself to be an incredibly effective manager of people
- Believe you can build a strong pipeline of donor prospects

KEY TASKS & RESPONSIBILITIES OF THE ROLE

TEAM LEADERSHIP

- To create a supportive, cohesive and aspirational culture where the team are motivated to exceed targets and recognise their contribution to the organisational objectives and strategy
- To effectively recruit, train, line-manage and develop staff in line with charity policy and practice, including regular supervision meetings and annual appraisals
- To set objectives for the Philanthropy team members, giving ample opportunity for their reciprocal input
- To identify learning and development opportunities including training, coaching and skills-sharing to maintain and improve staff performance
- To facilitate regular team meetings and workshops to ensure staff are informed about – and can further develop – progress against objectives
- To contribute to the development of the wider Fundraising & Communications Directorate via regular meetings with the Director of Fundraising & Communications and peers
- To support the Director of Fundraising & Communications, CEO and Deputy CEO with managing and engaging with their portfolios, including scheduling and preparing supporter communications

RELATIONSHIP/ACCOUNT MANAGEMENT

- To lead the team, by example, in building a high number of diverse relationships with Major Donors and Trusts, creating multi-year commitments which connect to donors' interests and motivations
- To ensure that all relationships with Major Donors and Trusts are maximised and stewarded to the highest standards, continually reviewing the supporter stewardship experience so that relationships with supporters are high quality and maximise fundraising potential
- To work across the charity with a view to always presenting Noah's Ark's work to engage both new supporters and manage relationships with existing supporters
- To communicate with eloquence in a way and style that compels supporters to engage with Noah's Ark long-term
- To co-facilitate the Philanthropy & Corporate Board, supporting its members in playing their part to raise funds for the charity and in building a network of new supporters to the charity

PROGRAMME-SPECIFIC & TEAM STRATEGY

- To develop the overall Philanthropy team strategy and Major Donor and Trust operational plans; delivering against agreed KPIs and ensuring that the strategy, plans and activity directly supports the delivery of Fundraising & Communication – and organisational – objectives
- To develop and implement donor stewardship plans which succeed in retaining donors and where possible increase donor value and commitment

- To develop and implement plans to re-engage lapsed donors
- To investigate the scope for more grants from personal/family Trusts linked to Major Donors
- To work in partnership with the Marketing & Communications team to ensure the brand is developed and promoted to increase the climate of support for Philanthropy
- To work in partnership with other areas of Fundraising to maximise the total life-time fundraising potential of supporters, and awareness opportunities for Noah's Ark
- To participate in cross-organisational projects and build positive, supportive and effective collaborative working relationships with colleagues across the charity
- To use data insight and analysis, as well as feedback from supporters, to inform decision-making and further develop Philanthropy activity
- To monitor charity sector trends and complete competitor analysis, using findings to inform strategic plans, operational plans and day-to-day activity; ensuring Noah's Ark is a model of best and innovative practice
- To keep up-to-date with developments in Philanthropy fundraising and represent the charity in appropriate charity sector initiatives, ensuring that the charity is learning from them and sharing this information with internal and external stakeholders where relevant

CAMPAIGNS & EVENTS

- To play a key role in the success of annual matched funding campaigns, most especially the formation of matching funds through the Major Donor portfolio
- To support the Special Events programme, particularly in terms of promotion to donors in our Major Donor and Mid-Value donor portfolio

INCOME & EXPENDITURE MANAGEMENT

- To create annual income and expenditure budgets for Philanthropy income streams, effectively overseeing and controlling their delivery through monthly and quarterly monitoring
- To provide monthly and quarterly commentary for Director of Fundraising & Communications to inform regular Trustee Board reports

REPRESENT THE CHARITY

- To be an ambassador for the charity; presenting formally and informally, creating and pushing for opportunities to do so
- To actively promote the values of Noah's Ark whilst working towards achieving the strategic objectives of the charity, with particular focus on the impact of the Philanthropy & Partnerships operational plan and strategy
- To have a strong working knowledge of Noah's Ark's vision, mission and impact

- To speak about the charity with impact during meetings, being able to communicate at all levels with stakeholders of all experience and backgrounds
- To take every opportunity to develop and continually improve, always with the mind-set of leading by example

ADMINISTRATION

- To use our database, Beacon, highly effectively to ensure that Philanthropy income and communications are logged accurately, in a timely way, can be reported against and audited
- To work with the Finance team to ensure accurate logging and spending of Philanthropy income

GENERAL

- Work collaboratively and in a supportive manner within the Fundraising team, and across the charity, to ensure that overall aims and objectives are achieved
- Develop and maintain an excellent knowledge of Noah's Ark services and good working relationships across the charity
- Support with collation of fundraising materials such as case studies and photos
- Work within legal and charity guidelines, especially within the Fundraising Regulator's Code of Fundraising Practice and Noah's Ark Children's Hospice's own policies and procedures
- Model the charity's values of Kindness, Excellence and Courage

TRAINING

1. Employees are required to attend and complete mandatory and other training as required by their role and within training expiry time frames.
2. Employees must take the initiative to actively seek out training updates required for their role.
3. As appropriate to take part in supporting the development and training of colleagues, families and others.

MANDATORY CRITERIA

1. Noah's Ark Children's Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
2. All employees will demonstrate commitment to and actively promote Noah's Ark's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.
3. All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.
4. You will be expected to comply with Health and Safety, Fire and Infection Control regulations and Hospice policies.
5. Confidentiality: Protect patient data and follow our Confidentiality policies & procedures at all times, both during employment and after the termination of employment.
6. Model the charity's values of Kindness, Excellence and Courage.

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

PERSON SPECIFICATION

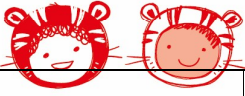
Please ensure you address these requirements in your application form (under Supporting Statement).

You will need to provide clear evidence that demonstrates how you meet each requirement based on your skill, knowledge and experience.

The evidence will be assessed by the following stages of the recruitment process.

A= Application form I = Interview, T = Interview task, PEC = Pre Employment Checks.

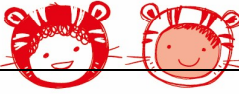
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	N/A	1. Chartered Institute of Fundraising certification
SKILLS / KNOWLEDGE / EXPERIENCE	1. Significant experience of fundraising from Major Donors, and Trusts, with a track record of growing income (A/I) 2. Successful relationship building skills, having utilised face-to-face meetings/conversations, telephone conversations and email communication to obtain substantial gifts and put the supporter experience front and centre (A/I) 3. Experience of developing and implementing strategic fundraising plans and turning these into operational plans with clearly identified KPIs and managed risks (A/I) 4. Setting, managing and delivering against budgets, reporting on KPIs, variances and reforecasting (A/I) 5. Leading a fundraising team, providing direction and motivation and delivering effective line management	1. Experience of managing through change and delivering cycles of continuous improvement, learning from failures and building on successes (A/I)



NOAH'S ARK

children's hospice

	through supervision and development of staff (A/I) 6. Exceptional time management and organisational skills, with experience of managing multiple projects at any given time and meeting agreed deadlines (A/I) 7. Excellent spoken and written use of English language with the power to motivate, persuade and inspire whilst also delivering clear, concise messaging (A/I) 8. Excellent administration skills with a sound working knowledge a CRM database, Windows-based software, including Word, Excel and Outlook (A/I) 9. Knowledge and demonstrable experience of adhering to data handling/GDPR laws and codes of conduct (A/I)	
BEHAVIOURAL / PERSONAL	1. Proactive – Ability to take decisions, demonstrating initiative and taking action to solve problems and maximise opportunities 2. Organised – Ability to plan well ahead and map your projects in a systematic and easy to understand manner 3. Innovative – Accomplished in taking a creative approach to inform strategic and operational decisions, keeping the bigger picture in mind 4. Confident – The confidence to propose ideas, and carry them out, bringing others on the journey with you 5. Attention to detail – Ability to create and deliver detailed and accurate work, identifying and addressing potential hurdles to success 6. Ambitious – A determination to improve your work and the work of those around you in order to	1. Interest in paediatric palliative care – Knowledge of or interest in the care Noah's Ark delivers to babies, children, young people and their families



NOAH'S ARK

children's hospice

	enable improved outcomes for our charity 7. Inspiring – Ability to inspire internal and external stakeholders through engaging written and verbal communication 8. Collaborative – Ability and desire to work effectively with others as one team, collaborating to achieve a shared vision, negotiating and influencing along the way 9. Cool head - Ability to work under pressure, spot and address potential hurdles to success, juggle workload/multi-task, set priorities and meet deadlines 10. Flexible - Willingness to work flexibly, proactively and respond to the emerging needs of the charity and our supporters	
MISC	1. Commitment to safeguarding and the welfare of children and young people 2. Ability to ensure that internal policies and procedures are complied with 3. Enhanced Disclosure & Barring Service (DBS) check 4. Willing to undergo immunisation checks and immunisations where applicable	



CHARITY BENEFITS

ANNUAL LEAVE

27 days, increasing by a day after each completed year, up to 30 days. We offer the ability to buy or sell up to 5 days.

JOINING FOR NURSES

£500 on appointment

ENHANCED MATERNITY & PATERNITY PAY

Maternity leave: 12 weeks full pay, followed by 14 weeks half pay. Paternity leave: 3 weeks full pay (statutory qualifying & length of service applies). Additionally, we offer paid leave for miscarriage: 5 days for the individual or 2 days for a partner

BIKE2WORK SCHEME

Salary sacrifice scheme offering the opportunity to purchase bike and accessories, with tax free payments spread over a period of time.

CARERS LEAVE

Employees with caring responsibilities entitled to 2 days paid carers leave, to support a dependant

CULTURE CHAMPION

The opportunity every month to win Culture Champion for living the charities values, which comes with a small gift.

FLEXIBLE WORKING

Flexible working opportunities are available to staff dependent on the charity's needs.

FREE PARKING

Free local parking, a short walk away.

LEARNING AND DEVELOPMENT

Each employee receives suitable training and development opportunities

LIFE ASSURANCE

Staff receive Life Assurance (Death in Service) from Canada Life Group Insurance, equal to 4x annual salary.

PAID MEMBERSHIP TO BLUE LIGHT CARD

Staff receive a Blue Light card offering discounts at various popular brands and stores.

PENSION

AVIVA pension scheme, which Noah's Ark matches up to 6%. Nurses have the opportunity to retain their NHS Pension, if they have contributed in the last 12-months.

SEASON TICKET LOAN

An interest-free loan is available to all staff to purchase their season ticket.

STAFF REFERRAL SCHEME

Monetary incentive for staff when they successfully recommend a candidate for an open position.

SUBSIDISED CAFE

Freshly prepared hot and cold meals provided at The Ark daily.

FREE MENTAL HEALTH SUPPORT

Free mental health support available to all staff via our Employee Assistance Program.

LONG SERVICE AWARDS

Recognition and a gift for long service to the charity (5 years).



HOW TO APPLY

The application form is available to be completed under the relevant vacancy at

<https://noahsarkhospice.org.uk/careers>

If you would like to have a confidential discussion about this role, please email the PeopleTeam at

people@noahsarkhospice.org.uk or call 020 3994 4093.

**Please be aware that Noah's Ark has a PAT dog. Occasionally, families may also bring their pets to The Ark.*

The Ark, Byng Road,
Barnet, London EN5 4NP
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info@noahsarkhospice.org.uk
noahsarkhospice.org.uk

Noah's Ark Hospice is a Company Limited
by Guarantee Registered in England
Company Registration No. 3901606
Registered Charity No. 1081156



OUR VALUES

Our values capture who we are, and what we expect from staff and volunteers. They are the 'Noah's Ark way', and are reflected in everything we do



KINDNESS

- We show compassion and empathy in all our interactions
- We put the child and family at the heart of all we do
- We are considerate: act thoughtfully and behave with integrity
- We go above and beyond
- We embrace diversity
- We create precious moments for children and their families
- We actively promote good mental health and look after our team
- We do not judge others for their differences



EXCELLENCE

- We are exacting and passionate about our mission
- Our expert and dedicated team is tenacious and solution focused
- We are pioneering, creative and adaptable
- We collaborate and build partnerships
- We listen and learn
- We are considered and reflective
- We plan and grow responsively and responsibly
- We invest in our people



COURAGE

- We are strong and ambitious in all we do
- We challenge the status quo, making bold decisions and thinking big.
- We help families and each other build resilience and aim to empower
- We act with candour and integrity
- We reach out to people in very difficult circumstances
- We do not shy away from making hard decisions or from challenging situations
- We are not afraid to ask for help