



Because no one
should face death
or grief alone

Job Description

System Title:	High Value Executive
Operational Job Title:	High Value Executive (Trusts)
Grade / Job Family:	DBUS, Grade D / Business Support
Department:	Fundraising
Effective Date:	April 2024
Peoplehub Role ID:	502583

1. Purpose

This role will work within the Trusts team to secure income from charitable trusts, foundations and other grant givers for Sue Ryder, in line with its strategic plan and business priorities. Main purposes of job:

- To cultivate and apply to grant givers with the propensity to give gifts of up to £10k per annum.
- To deliver excellent stewardship and customer care to our trust donors.
- To identify and research new trust supporters.
- To maintain accurate, up to date and comprehensive records of trusts on the fundraising database or CRM system (currently Raiser's Edge).
- To contribute to the smooth running of the team and effective fundraising by providing administrative and organisational support as needed.
- To promote best practice in trust fundraising in line with the charity's commitments to regulatory bodies.



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2. Key Relationships

- Works in the Trust team, part of the High Value Team.
- Reports to the Senior Trust Fundraising Manager.
- Works closely with the Senior Trust Fundraiser, Trust Fundraiser and Case for Support Officer and Senior Case for Support Officer.
- Key internal contacts include other members of the High Value Team, Supporter Experience, Data and Insight Team and the wider Fundraising team including community fundraising colleagues.
- External contacts include Trustees and other representatives of trusts and foundations.

3. Qualifications required

- Educated to GCSE standard (Maths and English) or equivalent.
- One year of relevant work experience and / or voluntary experience.

4. Proven Knowledge, Skills and Ability

- Experience of working in a fundraising environment and preferably with experience of fundraising from grant-giving trusts.
- IT literate, including the ability to use Microsoft office.
- Experience of working with customer databases and inputting data accurately.
- Excellent attention to detail.
- Numerate and able to interpret data and budgetary information.
- Excellent communication skills, both written and verbal, with the ability to interact with internal and external stakeholders at all levels.
- Ability to creatively and appropriately bring to life the charity's vision, goals and key messages in communications with supporters.
- Ability to view situations from a supporter's perspective and adapt behaviour and communications appropriately.
- An adaptable and flexible approach within a professional environment.
- Collaborative team player, willing to learn from others and share their knowledge.
- Ability to manage own time and to identify when they need to seek advice to manage priorities and meet deadlines.



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5. Complexity and Accountability

- No responsibility for budget/expense sign-off or line management.
- Responsible for own personal cohort of trust supporters, ensuring they are applied to, updated and thanked in line with service standards.
- Makes applications and sends updates in order to meet published trust and foundation deadlines and / or action dates set on database.
- Based on precedent and guidance expected to use reasonable initiative to respond to enquiries and provide accurate and appropriate information for trust and foundation decision-makers.

6. Key Responsibilities

- To present the charity's work in clear and compelling proposals and reports that are suitable for trust prospects and donors.
- To present financial information about the charity's activities clearly and accurately to trust prospects and donors.
- To identify and research trust prospects from sources such as the Charity Commission website and funder directories both online and offline.
- To organise and deliver mailings as well as tailored applications to smaller Trust prospects and donors.
- To maintain high quality and up-to-date information on the fundraising database, ensuring information is gathered and recorded in accordance with the Data Protection Act and the Charity's Data Protection Policy.
- To collect information and create content for Donor Care e-newsletters.
- To thank donors for gifts using electronic or hard copy formats as appropriate and to ensure that grant conditions and restrictions are accurately recorded and communicated internally.
- To assist the Case for Support function in the collection and presentation of information used in report and updates.
- To be an ambassador for Sue Ryder by understanding how your role contributes to our one organisation vision and to demonstrate our values in all aspects of the role.



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8. Behaviours

Operate within the Sue Ryder values and behaviours standards:

Supportive:

Our first value is **supportive**. We're here for people when it matters, and that includes each other. We encourage, inspire and help one another, and celebrate success.

The behaviours for this value are **listen**, **respect** and **encourage**.

We will take time to **listen** and understand; **respect** and value each other's differences; and **encourage** and nurture each other.

Connected:

Our second value is **connected**. When we work together, we can achieve so much more for the people we support. We respect that everyone at Sue Ryder plays a vital part in delivering quality care.

The behaviours for this value are **communicate**, **collaborate** and **share**.

We will **communicate** effectively; actively **collaborate** and appreciate each other's contribution; and **share** ideas, experience and knowledge.

Impactful:

Our third value is **impactful**. We find new and inspiring ways to positively impact the people we support – from small gestures to big breakthroughs. This proactive attitude drives us forward to achieve our ambitions and transform lives. The behaviours for this value are **challenge**, **improve** and **deliver**.

We will welcome feedback and constructively **challenge** each other; reflect, learn and continue to **improve**; and each play our part to **deliver** the charity's aims.



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9. General

In addition to the specific duties and responsibilities outlined in this job profile, all Sue Ryder employees should be aware of their specific responsibilities towards the following:

- To adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety
- All employees will be expected to familiarise themselves with and comply with the Charity's data protection policy and any specific guidance in relation to their role.
- To uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards diversity and inclusion within the Charity.
- Demonstrate a commitment to on-going registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role
- Demonstrate a commitment to Sue Ryder's aims and objectives through its core values and behaviours

All employees are expected to be competent with the use of technology and information systems and understand their duties and responsibilities with regard to the appropriate use of personal data including sensitive personal data. They should familiarise themselves with the Data Protection policy found on RyderNet and complete any related training requested of them

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder