



Job Description

Job Title: Income & Business Development Manager	Reports to: Chief Executive
Base: Hospice (Thornton)	Date: June 2024

<p>Job Purpose</p> <p>Manage the Fundraising, Lottery and Grants Team Maximise income generation from fundraising activities Develop and implement new income generating projects Grow the supporter base, including businesses & individuals of high net worth</p>

Objectives	Typical Tasks
Business Development	<ol style="list-style-type: none"> 1. Work with the CEO to explore, develop, implement and manage new income generating projects; to include business plans & risk analysis. 2. Engage with businesses, individuals of high net worth, local groups and supporters by promoting the work of the hospice and presenting opportunities for funding new projects.
Income Generation (Fundraising)	<ol style="list-style-type: none"> 1. Represent the hospice at public events where opportunities for funding may exist. 2. Maximise income from traditional fundraising initiatives by working with the Fundraising Team and reviewing the return on investment, exploring opportunities to increase the yield, and changing or updating the programme of events where appropriate to increase participation.
Team Management	<ol style="list-style-type: none"> 1. Participate and collaborate as a member of the Senior Management Team, including contributing to the review of, and helping deliver, the hospice strategic plan. 2. Work with the CEO to determine annual objectives and targets for the Fundraising, Lottery and Grants Team. 3. Work with the CEO to develop an annual budget for the Fundraising, Lottery and Grants Team. 4. Lead the Fundraising, Lottery and Grants Team, providing management support, leadership and guidance, and setting annual individual and team objectives to help deliver the

	<p>hospice strategic plan. To include regular meetings with individual team members and regular team meetings.</p> <ol style="list-style-type: none"> 5. To work outside normal working hours when necessary, according to the needs of the team/organisation. 6. Ensure the hospice policies and procedures are followed and adhered to at all times. 7. Ensure relevant professional training is available and enables personal development of the team/individuals, in line with development plans and strategy.
Information Management	<ol style="list-style-type: none"> 1. Maintain accurate records of fundraising metrics and activities undertaken, including financial and qualitative data. 2. To produce regular activity reports to the CEO on financial performance against agreed budgets. 3. Utilise and maintain the existing contact management software to: <ol style="list-style-type: none"> a) Develop and extend the donor base b) Maximise Gift Aid income c) Plan the location and distribution of events and fundraising activity 4. Follow Data Protection and GDPR principles and maintain confidentiality at all times including the new Fundraising regulatory body and compliance with Fundraising Preference Service (FPS).
Collaborative Working	<ol style="list-style-type: none"> 1. Support the CEO in delivering the annual objectives and targets. 2. Contribute to the running of the charity as an active member of the wider Income Generation team identifying opportunities to work laterally with other teams across the organisation. 3. Working with colleagues and staff, champion the role of fundraising in the Hospice. 4. To develop and maintain effective and collaborative partnership working with fellow fundraising, marketing and communications staff as well as other job roles across the hospice. 5. Develop and maintain professional networks across all departments, the hospice movement and wider charity sector.
Compliance	<ol style="list-style-type: none"> 1. Ensure that all Hospice fundraising activities are in line with the aims and values of the organisation and are compliant with relevant legal requirements including the Institute of Fundraising Codes of Practice and the Gambling Commission

	<ol style="list-style-type: none"> 2. Participate in appropriate training and development where necessary to meet legal requirements 3. To be responsible for policies and procedures relating to Fundraising and ensure the provision of advice on charity law and best practice fundraising is up to date and accurate.
Ensure a safe working environment for self and team	<ol style="list-style-type: none"> 1. To be aware of own obligations under Health and Safety legislation

<p>Continuous self-development: Continuous self-development to ensure knowledge, skills and competence are relevant to the service</p>	<ol style="list-style-type: none"> 2. Take responsibility for own professional development, identifying training and development needs to line manager. 3. Keep up to date with skills and knowledge through reading journals, research articles and using the Hospices UK network of resources. 4. To maintain an up-to-date knowledge of this area of fundraising through training, conferences, studies and networking opportunities. 5. Complete annual mandatory training.
<p>Hospice Philosophy: Actively support the vision, philosophies and values of the Hospice.</p>	<ol style="list-style-type: none"> 1. Promote the core values of the Hospice i.e. compassion, respect, dignity, hospitality, and trust. 2. Act in a non-discriminatory manner. 3. Maintain confidentiality at all times. 4. Act as a positive role model to other staff and the wider community. 5. Act with professionalism, dignity and empathy when dealing with members of the public 6. Undertake any other duties that are in keeping with the values of the Hospice that you have the skill and ability to carry out

Person Specification:

	Essential	Desirable
Qualifications and Experience	<ul style="list-style-type: none"> • Experience of leading a team • Experience of strategy development • Experience of developing and delivering operational income generate plans and KPIs • Extensive income generation experience with managing a minimum of two income streams • Experience of budget planning and management 	<ul style="list-style-type: none"> • Educated to a degree level or equivalent qualification • Formal fundraising qualification • Management qualification • Experience of the charity and not for profit sector • Knowledge and experience of the Hospice environment • Working with volunteers
Key Skills and Competencies	<ul style="list-style-type: none"> • Proven ability to build, manage and develop key stakeholder and donor relationships • Analytical and business planning skills. • Excellent verbal and written communications • Ability to persuade and influence at senior levels, internally and externally • Excellent planning skills and ability to work under pressure and to strict deadlines across a range of activities • Excellent project management skills; • Ability to co-ordinate complex and multiple projects • Strong leadership and team building skills with the ability to motivate staff and volunteers • Ability to balance a strategic approach with a hands-on delivery role • Computer literate and proficient in the use of Microsoft Office suite of programmes 	<ul style="list-style-type: none"> • Demonstrable ability to initiate, develop and deliver new initiatives and build on their success
Personal Attributes	<ul style="list-style-type: none"> • Collaborative and inspiring management style • A friendly and approachable leader who is engaging and reassuring • Focus and drive • Strong interpersonal skills and ability to work with people of different backgrounds, including volunteers • Ability to think creatively and turn ideas into reality • Self-motivated with a passion for income generation and a desire to develop high standards and working practices • Flexible approach to change, innovation and progress in the work environment • High standard of diplomacy, integrity and reliability • Professional, confident and compassionate approach to work 	

	<ul style="list-style-type: none">• Demonstrates commitment to St Joseph's vision and values and able to demonstrate and model St Joseph's values in all aspects of work	
Other	<ul style="list-style-type: none">• Willing and able to work occasional weekends and evenings to support fundraising events and to attend training courses across the UK• Full, clean UK Driving License, insurance covering 'Business Use'• Access to own car	