



JOB TITLE:	Trusts and Foundations Officer
RESPONSIBLE TO:	Senior Trusts and Foundations Manager
DIRECT REPORTS:	None
LOCATION:	Based at Head Office, in Saunderton near High Wycombe, Buckinghamshire, with flexible hybrid working
HOURS:	35hr per week
CONTRACT:	Permanent
SALARY:	£30,000

Role overview:

We are looking to recruit a Trusts and Foundations Officer to join our Trusts and Foundations team and support the delivery of Hearing Dogs for Deaf People's fundraising strategy. The Trusts and Foundations team is working towards an income target of £1.3m in 2026 to 2027, with planned growth to £2.1m by 2029 to 2030.

This is an exciting opportunity to develop your fundraising career within a collaborative and ambitious team. You will contribute to securing income from charitable trusts and foundations, building funder relationships, and supporting the wider Income Generation function. The role works primarily within the Trusts and Foundations team, whilst also working with other Officers and Assistants across the Income Generation directorate to support cross-departmental activity, projects and key administrative processes throughout the year.

We are looking for individuals who demonstrate passion for our cause, a keen eye for detail, and the ability to write compellingly about the difference Hearing Dogs makes to the lives of deaf people. You will be confident communicating with a wide variety of people, including funders, volunteers, and senior colleagues, and will bring a proactive and positive approach to everything you do.

Funding Applications & Funder Communications

- Draft clear, accurate and compelling funding applications and reports to a consistently high standard
- Build and maintain positive relationships with trust and foundation funders through professional and timely communication
- Ensure funders receive timely and appropriate reports, updates and acknowledgements that demonstrate the impact of their support
- Manage the Trusts inbox, responding to enquiries promptly and professionally, and directing them to the appropriate team member where required

Relationship Management & Stewardship

- Support the development and stewardship of relationships with trust and foundation funders, working closely with colleagues across the organisation
- Support wider income generation activity, including funder events, visits and stewardship activity
- Represent Hearing Dogs for Deaf People professionally in all funder-facing interactions

Systems & Data Management

- Maintain accurate and up-to-date funder records using Microsoft Dynamics 365, ensuring data integrity to support pipeline management and reporting
- Record gifts and funder interactions in the CRM system promptly and accurately
- Provide timely and accurate information to support reporting and planning across the team

Income Generation Directorate Cross-Working

- Work collaboratively with colleagues across the income generation function to ensure a joined-up and effective approach to fundraising activity
- Act as a central point of coordination for departmental priorities, internal communications and shared projects across the Income Generation directorate

General Requirements of All Staff

- Ensure compliance with GDPR and data protection
- As a charity, Hearing Dogs has a large network of volunteers based at both our training centres and spread nationwide. As such, you may be involved in working with and/or supervising volunteers in this role.
- To undergo training to a set level of deaf awareness and communication as required by the charity.
- Carrying out any other reasonable duties requested by your manager.

Person Specification

Criteria	Essential	Desirable
Previous Experience	At least 1 years' experience of working in a fundraising role	Experience of working within Trusts and Foundations or Philanthropy Team
Skills, Abilities & Knowledge	<p>Excellent written communication skills, with the ability to write clearly, accurately and compellingly</p> <p>Strong attention to detail and good numeracy skills</p> <p>Excellent interpersonal and verbal communication skills</p> <p>Strong IT skills, including Microsoft Office</p> <p>Ability to plan and prioritise workload effectively and meet deadlines</p> <p>Ability to work collaboratively as part of a team</p> <p>Creative thinker, able to spot opportunities and use initiative</p>	Experience of Microsoft Dynamics 365 or a similar CRM database
Attitude & Approach	<p>A commitment to understanding the needs of deaf people</p> <p>A commitment to championing the charity's values and culture</p> <p>Proactive, hands-on and flexible approach with a positive can-do attitude</p> <p>Able to thrive in a dynamic environment and adapt to changing demands</p>	

Personal Attributes	Willing to travel throughout the UK and to work evenings and weekends as required	
	Professionalism and kindness Approachable and calm under pressure Able to prioritise effectively and manage competing demands	Diplomacy and tolerance

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DBS Level Required	BASIC
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This post is exempt from the Rehabilitation of Offenders Act 1974. This is in relation to the Protection of Children and Vulnerable Adults. Applicants will therefore be required to disclose all convictions (spent and unspent), cautions, warnings and reprimands and any relevant non-conviction information. The successful candidate will be required to undertake a Criminal Records Bureau Disclosure Check under the terms of the Police Act 1997 (Part V).

For operational reasons, the Charity reserves the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested, from time to time.