



## JOB DESCRIPTION

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| <b>Job Title</b>                  | Head of Fundraising Operations  |
| <b>Location</b>                   | Hybrid weekly attendance in the office required - 33a Islington Park Street, London N1  |
| <b>Mission</b>                    | Medical Aid for Palestinians (MAP) works for the health and dignity of Palestinians living under occupation and as refugees. MAP is the leading UK charity delivering health and medical care to those worst affected by conflict, occupation and displacement, in the occupied Palestinian territory (oPt) and Lebanon.  |
| <b>Job Purpose</b>                | The Head of Fundraising Operations will enable fundraising operations to keep pace with the growth in income, futureproofing systems to ensure effective co-ordination and organisation to underpin fundraising activity. The role will design and implement a range of systems and processes which will underpin effective fundraising. This role is about supporting our outward-facing fundraisers to achieve their income targets and helping to ensure all supporters have a fantastic experience. |
| <b>Contract</b>                   | Permanent   |
| <b>Hours</b>                      | Full-time   |
| <b>Reporting to</b>               | Director of Fundraising and Marketing   |
| <b>Line reports</b>               | Database Manager, Supporter Care Manager  |
| <b>Key Internal Relationships</b> | Fundraising Heads and Managers, Finance, IT and SMT   |
| <b>Key External Relationships</b> | CRM / Operations suppliers  |

This job description does not form part of your contract of employment and can be amended from time to time as the needs of the organisation require

## **KEY RESPONSIBILITIES**

### ***Leadership, Strategy and Planning***

- Build and inspire a high-performing, results-oriented team focused on delivering fundraising operations and supporter stewardship
- Lead the development of the data and supporter services strategy
- Lead the implementation and ongoing management of efficient fundraising operations, including MS Dynamics processes, finance and activity reporting and making sure that the Fundraising Team have easy access to accurate information at all times.
- Collaborate with the Director, Deputy Director and Heads of teams to develop team plans aligned with the Fundraising strategy.
- Working with the Head of Technology, integrate systems and proactively stay ahead of emerging trends and horizon scanning to ensure MAP's fundraising operations takes forward the latest developments.

### ***Budgets***

- Create and manage annual and three-year rolling budgets for fundraising operations.
- Lead on the tender and appointment of suppliers who will partner on our fundraising operations and supporter services function.

### ***Compliance and reporting***

- Ensure all our fundraising operations remain compliant, following guidance from the Chartered Institute of Fundraising, Information Commissioner's Office (Data Protection) and the Fundraising Regulator, as well as embedding best practice.
- Establish and maintain effective systems for donor and prospect pipeline management and provide regular management reports to the Fundraising Heads to enable them to assess fundraising progress, reallocate resources and ensure we meet our income and activity targets.
- Support the Director and Fundraising leads in KPI reporting to the Senior Management Team and the Board of Trustees.
- Develop and maintain documentation on processes.

## **PERSON SPECIFICATION**

### ***Skills and experience***

- Experience of thriving in a fast-paced fundraising environment
- Experience of creating and implementing systems and processes for others to use
- Excellent Microsoft Office skills and knowledge of how databases work in a fundraising environment, preferably with experience of MS Dynamics
- Confidence in delivery of financial and activity reporting
- Knowledge of relevant legislation and fundraising regulations for all forms of fundraising
- Excellent interpersonal skills and proven ability to persuade others and to work collaboratively to achieve shared aims

### ***Personal attributes and other requirements***

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- Commitment to anti-discriminatory practice and equal opportunities
- Commitment to a zero-tolerance policy on sexual exploitation & abuse/safeguarding.
- Commitment to upholding the rights of people facing disadvantage and discrimination.
- Commitment to the aims, values and ethos of MAP
- Ability and willingness to work weekends/evenings in emergencies
- Support the mission, ethos and values of MAP.
- Support and promote diversity and equality of opportunity in the workplace.
- Maintain and improve competencies through continuous professional development.
- Treat with confidentiality any personal, private or sensitive information about individuals, organisations, clients or staff and MAP data.

## **Uphold MAP's Values**

### **Solidarity**

At MAP, we recognise the unique challenges faced by Palestinian communities first and foremost, we stand in solidarity with Palestinians. We put solidarity into action by working collaboratively as one MAP team, and working side-by-side with local partners and with volunteers, in genuine partnership, to address injustice. We listen with intent to those with local knowledge and expertise and we support communities as they actively build resilience and self-reliance.

### **Impact**

We deliver significant, sustainable impact for Palestinians in need. We are pragmatic and action-oriented while being innovative and adaptable in the volatile environments we operate in, holding ourselves accountable to evidenced-based measures to ensure tangible change for the communities we serve. We operate in accordance with humanitarian principles and are persistent, working diligently and patiently over long periods of time, until we achieve the outcomes we seek. We work with our partners to address critical needs, both humanitarian and development – as first responders in emergencies, as trusted professionals, and as vocal advocates for fairness and justice.

### **Dignity**

We hold the utmost respect for the rights and dignity of each individual. Through our commitment to diversity and equality, we treat all people with fairness and respect, particularly those who are most marginalised and disempowered. We are inclusive, and we support diverse leaders within the Palestinian community, ensuring that both women and men – and those who may normally be underrepresented – can participate meaningfully in decision-making. We ensure that employees and partners across all offices and teams are respected and have their voices heard.

### **Integrity**

In order to partner effectively with Palestinian communities and to maintain the trust of our local partners, volunteers, employees, supporters, donors, suppliers and other stakeholders, we always

operate with integrity. We expect trustworthiness, transparency and ethical conduct in all of our internal and external interactions. We maintain open and respectful lines of communication, seeking feedback and continuously improving our programmes and services. We take our responsibilities seriously, ensuring that resources are utilised efficiently and effectively in alignment with our mission, and in the best interests of the people we serve.

*Note: We encourage all interested applicants to apply even if they don't meet all criteria in the person specification.*