

## **Job Description: Partnerships Officer**

### **About The Connection**

When you work for The Connection, you're part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it's not an easy path. We get to know every individual, so our approach can be tailored to what they need. We don't do one size fits all, and we don't give up when things get tough.

Working here means being open-minded, resilient and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who really care about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London's streets, and that everyone should get the support they need to find a place to call home.

Situated in the heart of Westminster, we work closely with local and national corporate partners. With many companies feeling a social responsibility to help people who are homeless, Partnership fundraising is currently our most successful funding stream with great growth potential. Our supporters are generous, innovative and enthusiastic, and keen to build closer and more meaningful relationships with our organisation.

Join The Connection and be part of our dynamic and supportive team.

### **About The Role**

Being based in the heart of the West End, we are incredibly lucky to be surrounded by a community of generous organisations who are keen to support our work and give back to their local area. We have an exciting and diverse portfolio of corporate partners across a range of sectors including finance, retail, energy, law and estate management. However, there is huge opportunity to reach even more companies and continue to grow the corporate partnerships income stream.

We are seeking a creative and enthusiastic team member, who will work closely with the Partnerships Manager in this newly created role. You will help provide excellent account management to our valued partners, encouraging them to think of new and innovative ways to support us, while also working to build our profile in the local area.

Our corporate partners play a key role in providing volunteers to support our work, and the post-holder will lead on coordinating this area; working closely with the services teams to come up with engaging volunteering opportunities and ensuring our corporate volunteers have a great experience when they give their time to us.

We are looking for a personable and professional self-starter who is comfortable communicating with people at all levels and sometimes representing the charity at fundraising events. This role would suit someone who currently works in a fundraising role and is looking to develop their career within corporate partnerships or, someone with a customer service/account management background who has excellent relationship building skills.

<b>Responsible to:</b>	Line Manager: Partnerships Manager
<b>Responsible for:</b>	Volunteers as agreed with the Partnerships Manager
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>• Support the Partnerships Manager to reach our 24/25 corporate income target of £1million and grow this in future years. Account manage some of our smaller partners – providing an excellent stewardship journey for them and ensuring they feel connected with our work.</li> <li>• Coordinate all volunteering activities for our corporate partners – working with the Services Team to find new opportunities and ensuring everyone has all the information they need.</li> <li>• Support the Partnerships Manager with income coding and wider processes including database management (Raiser’s Edge) and thanking for gifts.</li> <li>• Ensure compliance with regulation and best practice standards in the fields of Corporate Fundraising and volunteering.</li> <li>• Work in support of the wider Fundraising &amp; Communications Team as required</li> </ul>
<b>Salary</b>	Scale points 19-22, £33,860 - £35,447
<b>Contract:</b>	Full Time, Permanent

### Key Responsibilities

#### 1) Support the Partnerships Manager to reach our 24/25 corporate income target of £1 million and grow this in future years.

- Develop existing relationships to increase their value, both financially and by contributing towards The Connection at St Martin’s objectives more widely, by providing excellent stewardship to a portfolio of corporate partnerships that will be valued at up to £30,000 per annum.
- Represent the charity at events to raise awareness of our work, including presenting ‘lunch and learn’ sessions.
- Create engaging communications to support our partners with their fundraising – including a monthly newsletter and monthly fundraising toolkits.
- Reply promptly to any unsolicited enquiries – including outlining our partnership and volunteering opportunities and our gifts in kind policy.
- Support the Partnerships Manager with prospect research and writing proposals.
- Support the Partnerships Manager with reporting to ensure our partners feel connected to our cause and understand the impact their support has made.

#### 2) Coordinate all volunteering activities for our corporate partners – working with the Services Team to find new opportunities and ensuring everyone has all the information they need.

- Maintaining a rota of volunteers – ensuring we have corporate volunteering support in the kitchen year-round.
- Ensure corporate volunteers have all the relevant information needed before they start, including timings, volunteer information forms, induction videos and FAQ questions documents. Ensuring our partners send a rota through of people taking part before they begin volunteering.

- Working with the Services Team and Volunteer Coordinator to find new and engaging volunteering opportunities to offer our corporate partners which will be beneficial to the charity.
- Gathering feedback from our volunteers so we can improve the opportunities we offer.
- Thanking our corporate partners at the end of their volunteering slots and communicating the impact it has had.

**3) Support the Partnerships Manager with income coding and wider processes including database management (Raiser's Edge) and thanking for gifts.**

- Ensure that we have a gift agreement in place for any donation above the value of £5,000.
- Identify any corporate income on the weekly bank statements and code for the Finance Team.
- Ensure all corporate donations are recorded correctly on Raiser's Edge and the donors are thanked.
- Run queries on Raiser's Edge monthly to ensure the income on our database reconciles with the Finance Team's reporting.
- Code corporate partners' fundraising pages on JustGiving and ensure these codes are showing correctly on Raiser's Edge.
- Undertake any other administrative activities necessary to keep our Corporate Fundraising activities running effectively.

**4) Ensure compliance with regulation and best practice standards in the fields of Corporate Fundraising and volunteering.**

- Work closely with the Partnership Manager to ensure that all CSTM policies and procedures are followed throughout all activities undertaken.
- Adhere to the Fundraising Regulator's Code of Fundraising Practice, Charity Law, Health & Safety Law, the General Data Protection Act, PECR, NCVO guidance and other relevant legislative requirements.

**5) Work in support of the wider Fundraising & Communications Team as required.**

- Act as a supportive and collaborative colleague, working in conjunction with others as and when necessary, providing occasional capacity to other areas in moments of pressure.
- Attend 121s, team meetings and other meetings as required.
- Incorporate organisational values, such as collaborative and inclusive, into all areas of work. This includes but is not limited to the co-production of activities with clients wherever practical.
- Undertake any other duties that may be reasonably required.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

## Person Specification

<b>Knowledge and Experience</b>
Experience working in a fundraising or transferable role
An interest in the issues surrounding homelessness and homelessness services
Experience of building relationships with clients, supporters, colleagues or stakeholders
Experience supporting corporate partners with fundraising (desirable)
Experience working with volunteers or as a volunteer
An understanding of Corporate Fundraising mechanisms, including COTY and CRM partnerships
Experience of writing engaging communications for internal and/or external audiences
Ability to use database systems to update records and run reports
Experience writing reports to demonstrate impact (desirable)
Experience of co-ordinating activities or projects
<b>Skills and Attributes</b>
The ability to identify and mitigate risks associated with volunteer management
Strong written and verbal communication skills, including the ability to communicate with a range of audiences and to present information in an engaging way
Strong presentation skills, and confidence in speaking in front of audiences
A solutions-focused outlook
The ability to work pragmatically and constructively with partner organisations
Extremely strong attention to detail
The ability to work independently using own initiative, taking responsibility for own performance standards and working requirements
The ability to manage time and prioritise workload effectively
The ability and willingness to work flexible hours on occasion
The ability to participate in CSTM's common systems, policies, procedures and written materials