

# Philanthropy & Development Officer Switchback

## JOIN OUR TEAM!

£30,784 - £33,583 depending on experience | Permanent | Full time (35 hours per week) | London/hybrid | Great benefits

**Deadline: Monday 17th March 2025 10:00am**

### How to apply

To apply, please email the following to [jobs@switchback.org.uk](mailto:jobs@switchback.org.uk) with the subject: Philanthropy & Development Officer:

1. Your CV
2. A **cover letter (max 800 words)** telling us: (a) why are you the right person for this role giving clear examples of how you fit the person spec and (b) why you want to work at Switchback.
3. A completed **equalities form** [available here](#) (this is optional but will help support our equalities monitoring and will be treated anonymously and separate from your application).

If you'd like an informal and strictly private conversation about the role, please email [jobs@switchback.org.uk](mailto:jobs@switchback.org.uk).

### Deadline

**10am on Monday 17th March 2025**

### Interviews

**First round – 26<sup>th</sup> March 2025.**

### Feedback

As a small team we regret we are unable to provide feedback to candidates that are not selected for the interview stage.



## WHY JOIN SWITCHBACK?

Switchback is an award-winning small charity supporting young Londoners to find their way out of the justice system and build stable, rewarding lives.

Switchback's pioneering model is centred on a meaningful relationship between a Switchback Mentor and Switchback Trainee, beginning in prison and lasting as long as it takes after release.

This unique level of support is new territory for most Trainees: a frank, non-judgemental relationship with someone who's there for them on a daily basis, helping to navigate the turbulent transition from prison to community.

Switchback's intensive approach works. **In stark contrast to the national average – which sees around half of those leaving prison every year back inside within 12 months – just 9% of Switchback Trainees reoffend.** In fact, over 50% go into long-term employment, while 65% reach Switchback's unique benchmark of Real, Lasting Change.

In 2024 we've worked with 67 Trainees through-the-gate and over 700 young men pre-release, and we want to reach even more in 2025.

Building on 15 years of impact, Switchback works with others to inspire change across the justice system and beyond. In recent years we've made great strides shifting policy and perceptions, including through our groundbreaking podcast Time & Again, and the successes of Switchback's Reshape Release campaign, including the first rise in the prisoner discharge grant for 25 years.

You'd be joining Switchback's friendly team near to Spitalfields Market in the heart of East London. We offer flexible working, excellent benefits and training, and we have fun too.

Above all, we're a values-led organisation; make sure they resonate with you. We're also determined that our team is more representative of our Trainees, so we'd love to hear from people from Black or Asian backgrounds or with lived experience of the justice system. All appointments at Switchback are made strictly on merit.

This is an exciting time for Switchback as we're aiming to reach even more young Londoners while doing more to tackle social and racial injustice in the UK. Join us!



## ABOUT THIS ROLE

In this exciting new role, we are looking for a passionate and ambitious **Philanthropy & Development Officer** to join our team and support our Head of Philanthropy & Development (HPD) to put rocket boosters under our Individual Giving and the work that supports it.

In 2024, we identified individual giving and philanthropy as being an area of growth within our fundraising team and are designing a new fundraising strategy that will support plans to **increase donations to over £500,000** by the end of 2026.

You will be the **first point of contact for donations** and use our well-honed systems so that our varied and loyal supporters each get a quality stewardship journey, ensuring they feel valued and connected to our work. You will **work closely with the HPD to nurture our loyal donor base** and grow new supporter relationships, so that we increase donor retention and income across philanthropy as a whole.

A key focus of the role will be keeping on top of our extensive database, ensuring information is input correctly so that we have a clear and accurate picture of each donor's journey. You will compose and send regular communications including thank you letters, reports and newsletters that not only inform our donors on how their money has been spent, but also demonstrate our appreciation.

We are looking for a **go-to person who has a keen eye for detail** and can tailor messaging to different audiences. Someone who has the energy and the motivation to not only **value our supporters**, but who also enjoys going the extra mile and can make things happen.

You will enjoy writing compelling stories and communiques, **bringing to life the essential impact of a donation**. The successful candidate will support Switchback to nurture long-term relationships with our donors, providing them with high quality updates so that they always feel closely connected to our work and can easily see the impact of their support.

Above all, you'll be passionate about Switchback's purpose and values, and keen to join an organisation that wants to support young men make real, lasting change through front-line work and big ambitions to transform the system.

## KEY DETAILS

<b>Job title</b>	Philanthropy & Development Officer
<b>Salary</b>	£30,784 - £33,583 per annum, depending on experience
<b>Hours</b>	Full time (35 hours per week)
<b>Contract</b>	Permanent
<b>Location</b>	London (Spitalfields E1) / remote hybrid working. As a charity rooted in relationships, all staff are expected to work at least three days a week in the Switchback office.
<b>Reporting to</b>	Head of Philanthropy & Development (HPD)
<b>Start date</b>	As soon as available
<b>Benefits include:</b>	<ul style="list-style-type: none"><li>• 35-hour working week with flexible working possible.</li><li>• 25 days' holiday rising to 30 days with service, plus bank holidays, plus 3 extra days holiday in the last week of December.</li><li>• Holiday buy-back scheme after 2 years' service (10 extra days).</li><li>• Strong commitment to staff development and training.</li><li>• Generous pension scheme (5% employer contribution).</li><li>• Cycle to Work scheme</li><li>• Team away days and social events.</li><li>• A free-to-access Employee Assistance Programme supporting mental health and wellbeing in the workplace.</li></ul>



## KEY RESPONSIBILITIES

- Work with the HPD to continue to grow Switchback's Individual Giving income each year across all avenues of Philanthropy.
- Ensure all donors receive the best possible stewardship that in turn supports and grows their lifetime value.
- Lead on processing all donations from individuals & maintaining our fundraising database (Salesforce) to ensure accurate forecasting & timely stewardship processes.

### **Income Generation & Stewardship**

- Send regular donor correspondence by curating inspirational communications including thank you letters, reports and quarterly newsletters.
- Lead on prioritising and completing timely, tailored reports for individual donors in line with our income forecasting and work plan.
- Work across all teams to gather, write and design compelling fundraising content to highlight Switchback's work and inspire donors. This will include Trainee journeys, updates and quotes that can be used across all fundraising communications.
- Support the development of our digital fundraising capacity including campaigns (e.g. Big Give) & donor newsletters through Mailchimp.
- Manage and support the development of donor fundraising events.
- Arrange regular opportunities for donor meetings and attend where appropriate.
- Research, identify and maintain information of new prospects to support accurate income and pipeline picture.
- Work closely with the Comms team to proactively promote fundraising, donation routes and donors across all socials.

### **Income Management**

- Manage all one off and monthly donations through various giving platforms (such as JustGiving, PayPal, Charities Trust), monitoring donor activity and work closely with the Finance team to ensure all Individual Income is identified and processed accurately.
- Lead on all donations being processed quickly and accurately (funds banked, donors thanked, and information logged in Salesforce)
- Work closely with the Fundraising and Impact Officer & Influencing Team to ensure all funders' logos on the supporter's page of the website are updated as appropriate.

## **Data Management**

- Lead on collecting data on newsletter open rates, website donations and donations via social media to identify the most effective donor communications.
- Support colleagues to update the contacts in our CRM to ensure up to date & accurate data and mailing lists.

## **Other**

- Support the wider fundraising team as required.
- Keep up to date with developments within the external fundraising environment.
- Act as a passionate ambassador for the charity with a range of internal and external people and organisations.

## PERSON SPECIFICATION

**Are you full of potential but not sure you fit all the criteria? Apply anyway and we could help you get there! As a small, dynamic charity we're used to training and supporting brilliant people to learn and grow in their role. If you think you could fly in this position, get in touch.**

### **Experience and Knowledge**

- At least one year's experience of working in an office environment providing administrative or fundraising support

### **Skills**

- The ability to communicate clearly, present succinctly and write in an engaging, tailored manner to a range of audiences.
- Strong administration skills including using spreadsheets and contact databases e.g. Salesforce and an ability to prioritise, plan and manage own workload.
- Numerate and comfortable with analysing data and producing reports for a range of audiences.
- Ability to research philanthropy income streams that might support Switchback's work.
- Ability to develop and maintain long-lasting relationships with external stakeholders and supporters.

### **Personal Attributes**

- Alignment and commitment to Switchback's values and passionate about our ambition and purpose.
- A strong understanding of, and commitment to, always prioritising the best interests of our Trainees.
- Passionate about building long-lasting relationships and delivering high quality stewardship.
- Drive, enthusiasm and determination to deliver against targets.

### **A note for candidates with lived experience of the justice system**

For some applicants, lived experience of the justice system may mean you are denied physical access to some or all of the prisons we work in. We have already factored this into our planning so that, for the right candidate, this will not be a barrier to success.

## DIVERSITY AND ACCESSIBILITY

### Diversity

Switchback is committed to diversity in all that it does and aims to build a team representative of modern London, celebrating the differences that people bring with them as a vital resource. We welcome applications from the widest possible talent pool and we appoint on ability and merit irrespective of race, religion, age, disability (including hidden disabilities), marital/civil partnership status, sex, gender identity, or sexual orientation. We particularly welcome applications from candidates with lived experience of the justice system (personal or by association). Our diversity and inclusion policy is available [here](#).

### Accessibility

Please let us know if you have any special requirements which we might need to consider in relation to the selection process (e.g. attending interviews.) Any requests will not affect your application.

**"People only do what they know, and that depends where you grow up. To me, I knew how to sell drugs. In my community it's just normal to do crime. Switchback taught me and pushed me so much. I've learned to forget about crime. I've been shown a different route."**

Jordan, Market Manager and former Switchback Trainee





## OUR VALUES

Switchback's values cut through everything we do, from our work with Trainees to our fundraising and partnerships.

### 1. Human

**Keeping Trainees at the heart of everything we do.**

We build trust, confidence, independence and stability in all areas of a Trainee's life. In all decisions we use the lens: "does this help us improve the prospects of young men leaving prison?"

### 2. Authentic

**Rolling with the ups and downs of real life.**

We prize integrity and honesty. We don't sell a dream: we are realistic about what it means to genuinely start over and the huge courage needed to change. We recognise that change is not linear and we provide a space to learn from mistakes.

### 3. Committed

**Taking the long way around.**

Our commitment to Trainees is consistent and continuous, lasting for as long as it takes. We reject quick fixes, shortcuts and tick boxes. We do what we say we are going to do and coach our Trainees to do the same.

### 4. Ambitious

**Having high expectations.**

We assume strengths, resources and abilities in Trainees. We don't do things for people: we challenge and encourage our Trainees to take control. We are distinctive in our high expectations of Trainees, our own conduct, the quality of our partnerships and the impact of our work.

### 5. Pioneering

**Pushing into our stretch zone.**

We challenge Trainees to move outside their comfort zone and we encourage adventure to learn and grow. As a charity we strive to do the same, constantly seeking to reflect and improve. We pioneer an alternative approach and share our evidence with others to inspire wider change.

