

ST RICHARD'S HOSPICE



St Richard's
Hospice
Caring for life

JOB DESCRIPTION

Job Title: Philanthropy Manager – 21 hours per week
Responsible to: Director of Business and Income Generation
Accountable to: Director of Business and Income Generation

Our Values:

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day-to-day work.

Caring

Caring is at the heart of everything we do.
We are inclusive and treat everyone as an individual who we respect and value.
We take time to listen and respond to the needs of each person.

Compassionate

We work with empathy, sensitivity and understanding.
We are considerate, kind and fair.
We support and empower individual choice.

Committed

We are dedicated, reliable and hard working.
We continuously strive to deliver high-quality services.
We support each other and work together for the benefit of our patients and loved ones.

Professional

We aspire to be the best in everything we do.
We are innovative and develop our skills through continuous learning and evaluation.
We take responsibility for our actions and are accountable.

Job Summary:

This is a new income generation role for St Richard's Hospice and has been created to facilitate the implementation of a new High Value Donor development programme, that has been created as a result of a consultancy-based external evaluation. The focus of this role will be to coordinate and manage the engagement and additional income potential from this key supporter group, in collaboration with trustees and staff.

The Philanthropy Manager will work with the Director of Business and Income Generation to achieve ambitious income targets through the management of a new high net worth development programme.

The Philanthropy Manager will place St Richard's supporters at the heart of what they do by cultivating and stewarding relationships to deliver a first-class donor experience.



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Main Duties and Responsibilities: -

Strategy and Income Generation

- In agreement with the Director of Business and Income Generation implement and multi-year strategies to increase engagement from high net worth individuals and cultivate new high value donors, increasing the value of this income stream.
- In consultation with the Director of Business and Income Generation, work towards high value donor income development and expenditure targets.
- To effectively record high value donor supporter information, including engagement approach, income and any other key actions/outcomes.
- Champion working collaboratively with departmental colleagues to achieve income targets and to identify potential new partners and innovative ways to integrate high value donor involvement within the organisation.
- To contribute to the preparation and delivery of persuasive and bespoke cases for support, to maximise high value donor engagement and income.

Stakeholder & Relationship Management

- Liaise with the Director of Business and Income Generation to identify and cultivate new potential donors through the new Major Giver development strategy.
- Provide first class relationship stewardship that helps to grow and maintain our network of high-net-worth supporters and connectors, soliciting 5 and 6 figure sums.
- Ensure all communications are bespoke and reflect each major givers' level of engagement, commitment and interests.
- To proactively work across staff and volunteer teams to help identify and connect major giving prospects to St Richards Hospice.
- To work closely with Director of Business and Income Generation, Executive Team and Trustees to ensure effective stakeholder engagement with high-net worth individuals and their networks to develop long term relationships across the organisation.
- Develop, manage, and host a programme of stakeholder engagement and fundraising events, specifically focused on high net-worth individuals.

Research

- To carry out in-depth analysis of data from our CRM and CRS database systems to identify existing supporters, as well as identifying new donors across the whole supporter database through extensive research.
- Act as a champion for good data management, in order to effectively record and use data to inform approaches to supporters, and to cultivate and develop relationships.

- Measure the success of initiatives using a data driven approach and proactively research prospects, applying funding trends and industry best practice.
- Other tasks and support for the Fundraising Team, as directed by the Director of Business and Income Generation.

Personal Education and Development

- Ensure that you work to the Fundraising Code of Practice and maintain a high standard of supporter care.
- To use the hospice IT systems appropriately to maintain records and communicate internally and externally
- To maintain own personal development by attending appropriate courses
- To participate in the Individual Performance Review (IPR) process and respond to the agreed development plan
- To undertake statutory, mandatory and role enhancement training as directed

General

- To be aware of health and safety issues within the workplace and bring concerns to the attention of the line manager
- All staff are required to abide by St Richard's Hospice policies and procedures, including confidentiality, equal opportunities and data protection.

This job description is not exhaustive and duties may be reviewed from time to time and revised and updated in consultation with the postholder.

Signed.....

Date.....

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PERSON SPECIFICATION

Job Title: **Philanthropy Manager**
Responsible to: **Director of Business and Income Generation**
Accountable to: **Director of Business and Income Generation**

	Essential	Desirable
Education, Qualifications and Training	Educated to degree level or equivalent experience	Recognised fundraising qualification Member of the Institute of Fundraising
Experience	Excellent account management experience who is skilled in building rapport and developing relationships with a variety of different individuals, organisations, and groups simultaneously. Experience of High Value Donor Fundraising and stewardship of high-net-worth individuals. Demonstrable success in securing gifts and donations with strong examples of £2k+ asks. Experience of developing and managing a robust pipeline of prospective donors. Experience of working collaboratively with both internal and external stakeholders. Experience of managing and delivering an income and expenditure targets. Experience of gathering and telling compelling stories that bring our cause to life.	Charity fundraising experience. Hospice fundraising experience. Experience of working with volunteers.



Knowledge	Demonstrable understanding and delivery of relationship fundraising. Significant knowledge of budget setting and management. Comprehensive knowledge of good relationship management.	
Skills and Abilities	Excellent organisational skills. Evidence of highly developed written and verbal communication skills to enable you to engage, inspire and deliver key messages. Strong persuasive negotiating and influencing skills to produce positive results. Able to lead by example and demonstrate good stakeholder care and support. Excellent numerical skills and budget management.	
Personal Qualities and Aptitudes	Adaptable and flexible – the ability to manage own varied workload and work to tight deadlines. Approachable and open to others advice and suggestions. Good sense of humour. Impact focused and results driven. Highly motivated and proactive. First-class relationship builder who enjoys networking.	