

Job Title	Philanthropy and Grants Manager
Reports to	Grant Programmes Lead
Direct reports	N/A
Salary	£42,000
Contract	Permanent
Working Hours	35hrs per week (part time considered)
Location	London (hybrid- min 1 day a week in the office)

Primary Purpose:

- To manage a portfolio of donor relationships and their associated grant making processes.
- To manage the end-to-end grant making processes for donor advised, invitation only and direct donation funds.
- To manage donor accounts and provide effective stewardship
- To research and prepare information and recommendations to support donor decision-making.
- To work closely with colleagues to contribute to LCF's learning, impact and insights.
- To contribute to promoting the role of community organisations in addressing the needs of London's communities, and LCF as a community foundation.

Key Duties and Responsibilities

Grant making and donor account management

- Manage a portfolio of donor relationships, funds and grant making processes
- Manage the delivery of grants and donations; from due diligence, assessments, making recommendations, facilitating decisions, monitoring impact, and communicating with donors - inline with LCF's policies and standard operating procedures
- Regularly review and develop LCF's grant making approach in relation to invite only and direct donation grant making
- Work closely across teams to ensure a high quality, cost effective and efficient service is delivered
- Manage budgets as needed, keeping accurate financial records, authorising payments inline with LCF's procedures and liaising with finance colleagues.

Donor stewardship and relationship management

- Nurture donor relationships and provide effective donor relationship management that supports donor engagement and retention.
- Support the development and implementation of LCF's stewardship approach across a variety of different donors
- Work with colleagues to use evidence and impact to provide opportunities to increase giving
- Work with the finance teams to check on the status of fund balances and grant payments and keep partners up to date

Community research, impact and insights

- Use data and information generated through LCF's impact and insights work to support donor discussions and funding decisions.
- Prepare information, reports and presentations in response to donor requests, using Salesforce, desk-based and external research, and internal expertise, to identify relevant community organisations, issues and causes and support donor decision making.
- Manage, monitor, evaluate and report on the impact of grants and donations
- Support LCF to understand and improve its impact, sharing insights and learning with key audiences internally and externally

Other areas of responsibility

- Work closely with LCF Development, Grants & Impact and Finance Teams to develop and embed new processes and protocols
- Manage workload responsibly using Salesforce dashboards and other tools.
- Identify and escalate issues or risks to the Grants and Impact Leadership Team, offering solutions.
- Carry out any additional tasks commensurate with the role, including occasional evening or out-of-hours work and attending events or visits.
- Through all tasks, to help increase the profile of the Foundation as a hub for community giving, philanthropy, and as a supportive, approachable and responsive funder.
- Support other colleagues as required

Skills, Experience & Knowledge

Essential

- Experience of working in philanthropy services, grant-making or charitable programmes
- Excellent relationship management skills and commitment to good service
- Experience managing grant making or similar processes, including conducting due diligence or undertaking assessments
- Skilled in and comfortable managing multiple relationships and processes simultaneously
- Excellent communication skills – particularly written ability to summarise information, with clear, concise recommendations
- Experience of conducting research, analysing data in response to a brief, and ability to assimilate information quickly to inform decisions
- Ability to work independently, with confident decision making
- Excellent time management, organisational skills and an ability to manage different projects concurrently
- Strong interpersonal skills, enthusiasm, and ability to work well as part of a team, including when under pressure of timescales and competing priorities
- Proficient IT skills, including CRM systems.
- Commitment to LCF's vision, mission and values.

Desirable

- Understanding of donor-funded grant-making and community foundation approaches.
- Understanding of different models of grant-making and related processes
- Understanding of social issues, civil society and need in London
- Experience developing and improving processes
- Use of Salesforce, or equivalent customer relationship management database
- Experience of working in, or with, the voluntary and community sector