

Pecan Recruitment Pack



Brief History

Pecan was established in 1989 as a response by the local churches to some of the social and emotional issues facing people in Peckham. Since then, the charity has provided practical and emotional support to people challenged with barriers such as unemployment, a criminal record, hunger, disability and even a lack of confidence in seeing an end to the difficult situations they face. Our heart continues to be in Peckham with an outreach across the borough of Southwark and other communities in our great capital city.

Pecan is a registered charity and a Company Limited by Guarantee, for more information on [our history](#), please visit our website.

Our Ethos

As an inclusive Christ centred organisation, Pecan seeks to treat all people with dignity, openness and respect, demonstrating Jesus' grace and love in action. At the core of our [Mission, Vision and Values](#) is Kindness, Belief and Hope:

- Embracing diversity and loving every person for who they are
- Honestly building every person's confidence in their own unique capability
- Believing in the potential of each and every member of our diverse community
- Persevering alongside people through every challenge
- Starting, living, and ending every diverse and unique encounter in hope

Our Services

We currently have 30+ members of staff that work across our different teams and projects:

- **[Employment Support](#)**; We deliver contracted programmes that support up to 1,000 people in their journey to employment. The team runs various in-house trainings and workshops and work with external partners to deliver qualifications such as SIA and First Aid.
- **[Together](#)**; This Pecan project brings together a range of activities and services previously delivered by Pecan's [HOurBank](#) project, into a new Community Hub that aims to create a one-stop-shop for our community. You will find a warm place to sit, café sessions, coffee mornings, arts and crafts, advice, support, health and wellbeing activities, workshops, and information. You will also find a variety of community and social activities, as well as signposting and information about what is happening in the borough.
- **[Women's Services](#)**; The Southwark and Lewisham Women's Hubs offer safe, welcoming, one-stop-shop support for those affected by the criminal justice system, and for local women seeking support, information, and community. The service provides gender-specific and trauma-informed support, helping to equip women with the tools and resources they need in a relaxed and welcoming space. The service offers one-to-one advocacy support, group activities and training workshops.
- **[Peckham Pantry](#)**; This is a social supermarket which was piloted in 2019 one day a week and expanded to 6 days a week in 2020, during the pandemic. Members of the pantry pay £4.50 per visit which enables them to shop for around £15 worth of food including fresh meat, fruit and veg and store cupboard favourites. It is expected that the Pantry will reduce childhood obesity in Southwark through increased access to affordable healthy food.
- **[Foodbank](#)**; This project operates 5 days a week across Southwark to provide food in times of financial crisis. The core aim to help people to manage their way out of their situation through creating a friendly, welcoming place that offers free advice and signposting to other relevant support services. Working with the community, we help our service users tackle long-term issues, as well as the immediate crisis that led them to us. The project works within the local community to receive donations of time, food and finance from the general public, churches, mosques, schools and businesses without whom we could not serve the community.
- **Central Services**; We cover various areas that factor into the operations of the organisation. These areas include Finance, Fundraising, Governance, Human Resources, Marketing, Office Coordination and Wellbeing.

We are governed by our [board of trustees](#) currently consisting of 11 members, and we also have around 100 volunteers who support our projects over the year.

Please visit our [website](#) for more details on our [team members](#) and services.

Why work for Pecan

For thirty years, Pecan has been working in the community of Southwark supporting individuals to transform their life. We now seek ambitious, collaborative people passionate about our cause to join us at this exciting time.

We are a very diverse employer and strongly welcome applications from people of all backgrounds. We offer multiple benefits including the following:

Flexible Working (right to request)

- Standard 36-hour week
- Compressed hours
- Part – Time
- Flexible Pattern
- Flexible Location (remote)

Family friendly policy

- Enhanced Sick Pay
- Excellent work life balance
- Dependents Leave
- 30 days Annual Leave
- Maternity and Paternity Benefits
- Death in service/ Life Assurance Cover (4 times annual salary)

Pension

- Enhanced employer contribution 8%
- Option to employee increase %

Learning and Development

- Personal development actively encouraged (Internal and external training programmes/ Regular appraisal and supervision)

Additional Benefits

- Based in vibrant Peckham
- Certified Disability Confident Employer
- Supportive culture
- Accredited London Living Wage Employer
- In-house fruit and veg rota
- 4 team away days annually

Access to an Employer Assistance Programme (EAP) via Croner & Perkbox

- Health Assured provides a confidential counselling service 24 hours a day, 365 days a year to Pecan employees and volunteers.
- Counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.
- Pecan staff have access to Medical Solutions 24/7 confidential health helpline which provides direct access to qualified GPs rather than trained nursing staff.

Access to Wellbeing programmes

- External clinical supervision sessions
- Internal wellbeing activities
- Regular prayers/reflection together
- Staff socials

Access to:

- Up to £100 contribution towards the cost of glasses
- Cost eye test
- Bike to work scheme
- Perkbox membership

JOB DESCRIPTION

Title	Fundraising Manager
Team	Central Team
Reporting to	Chief Executive Officer
Hours	36 hours per week (Full time)
Salary	£32,000 - £35,000 pro rata
Contract	Fixed Term 12-months
Location	121a Peckham High Street, SE15 5SE

Pecan is an equal opportunities and disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the minimum criteria.

This post will require a DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.

Purpose of the Post:

We are seeking an experienced fundraiser with a passion for our mission to equip our organisation with the financial resources needed to meet our objectives as we work to scale our fundraising by growing our charitable income across all funding streams, maximising supporter engagement and fulfilling fundraising operational duties such as ensuring that we have a database that is organised, up to date and fit for purpose.

This is a new role, joining a small but growing Fundraising Team, and having a real input into our plans and strategies for the future. Reporting to the CEO, the successful candidate will oversee most fundraising income generation activity.

The Fundraising Manager will build positive relationships to secure significant income and develop new relationships specifically with churches and individuals, bringing in regular and targeted income through regular donations, fundraising campaigns and events. The ideal candidate will have fundraising experience covering several areas including Individual Giving; Churches, Fundraising Appeals/Campaigns as well as experience in managing the operational aspects of fundraising (database, compliance with codes of practice and fundraising regulations, creating fundraising campaigns and 'asks'). Through this, you will assist the whole organisation in our commitment to showing kindness, raising self-belief, and inspiring hope for the future in the individuals we serve.

Main Responsibilities:

Fundraising Overview

1. Develop deliver and monitor a fundraising strategy for Pecan.
2. Maximise the contributions and connections with local churches and individuals.
3. Coordinate all Appeals including the Pecan and Foodbank Christmas fundraising campaigns and Big Give Campaigns across all income and media streams.
4. Research and utilise new fundraising streams and opportunities across Pecan such as Payroll Giving, Legacies, in Memory Giving and Online Giving.
5. Lead on applications to charitable trusts or statutory bodies with support from the Head of Services.

Supporter Engagement and Stewardship

1. Establish systems, procedures, proactive stewardship, and an engagement programme to provide the highest levels of service to Pecan's supporters.
2. To be responsible for thanking all supporters and managing a supporter engagement journey – ensuring that effective processes are in place and driving levels of satisfaction and loyalty.
3. Act as the 'first point of call' for all supporters and managing complaints and issues, ensuring they are reported centrally within agreed procedures, that they are resolved or escalated as necessary and maintaining excellent communication with supporters throughout these processes.
4. Develop and implement stewardship programmes including reactivation of lapsed donors.

Database Management

1. Assist with setting up our CRM database with responsibility of developing and maintaining the database, ensuring efficient, appropriate data capture and analysis for the purpose of effective stewardship, fundraising and communications.
2. Maintain data management standards, assisting with the implementation of processes and policies ensuring best practice is followed.
3. Train other staff members to be able to use the database sufficiently.
4. Ensure all records, fundraising data and fundraising administration is kept up to date and all information is GDPR-compliant.
5. Reconcile fundraising income with the Finance Manager, including Gift Aid claims, missed, failed payments and Direct Debit cancellations.

Individual Giving

1. Develop an Individual Giving and Acquisition strategy that drives growth for individual giving across multi-channel campaigns and initiatives.
2. Lead all individual giving streams such as direct mail appeals, online donations, regular campaigns and appeals to maximise income generation.
3. Work with the Marketing Manager on fundraising communication and to ensure donors are kept up to date on the difference their support makes.
4. Develop campaigns and messaging that engages new segments and audiences.

Church Giving

1. Inspire churches to journey with us as we transform lives in Peckham.
2. Pioneer and develop a broad range of relationships with churches, organisations, and denominations across Southwark.
3. Work strategically with denominations to inspire partnership and engagement with Pecan across their networks and congregations.
4. Build a team of speakers who will host and speak at meetings with churches and Christian networks in Southwark.
5. Inspire willing to represent Pecan at external events, including Christian exhibitions and festivals, church talks etc.
6. Increase income from churches.

Fundraising Appeals and Campaigns

1. Work alongside teams and Partnerships Manager to project manage fundraising appeals and campaigns including Pecan at 35yrs; Christmas Campaigns etc.
2. Overall responsibility for Big Give Campaigns.
3. Oversight of Enthuse campaign pages.
4. Establish a corporate fundraising strategy with an accompanying narrative, alongside the Partnerships Manager, to explain the work of Pecan to potential company supporters.
5. Tailor campaigns and appeals for different audiences and supporters alongside Partnerships Manager to target corporates; smaller local businesses; individuals and churches.

Staff and Volunteers

1. Support with recruiting fundraising volunteers as appropriate.
2. Management of a part time Partnerships Manager with responsibility.
3. Work closely with Head of Services and Head of Food Services to ensure all fundraising is coordinated.

Wider Organisational Responsibilities

- Attend Pecan team meetings as and when required, including meetings where there may be a time of prayer and reflection.
- Read the core policies and adhere to all policies and procedures.
- Carry out other duties as agreed by the Chief Executive Officer.
- Undertake responsibilities associated with being a member of the Pecan team.
- Perform all the duties required by the post in line with Pecan's ethos and values statement, its commitment to a policy of equal opportunity and its aim of serving the community in a caring and practical manner.
- In agreement with your line manager, pursuing a personal programme of learning and development to enhance your skills and performance.

PERSON SPECIFICATION

This specification will form the short-listing criteria.

Knowledge, Skills and Experience	Essential	Desirable	Application	Interview
A good level of general education including GCSE Maths and English plus A- levels or equivalent.	X		X	
Degree level qualification.		X		
Fundraising qualification.		X		
Marketing, Finance or CRM qualification.		X		
Ability to connect and network with a wide range of people through a broad variety of communication methods.	X		X	X
Working knowledge and understanding of local church culture.		X		X
Target driven.		X		X
Passionate, persuasive and inspirational communicator.	X			X
Highly organised with an ability to work under pressure and meet deadlines.	X			X
Proven networker.	X		X	X
Excellent strategic planning skills- able to balance competing priorities.	X		X	X
Excellent organisational, planning and project management skills.	X		X	X
Professional experience of all fundraising methods.	X		X	X
Experience of working with disadvantaged groups.		X		X
Understanding of or lived experience of issues faced by Pecan service users.		X		X
Experience of working with local churches.		X		X
Experience of managing volunteers and staff.		X		X
Evidenced track record of successfully meeting and exceeding targets across different fundraising disciplines.	X		X	X
Experience/ understanding of fundraising campaigns.	X		X	X
Experience working on either eTapestry, Raisers Edge, Salesforce or Donorfy CRM systems.	X		X	X
Experience developing a fundraising strategy.	X		X	X
Excellent presentation skills and used to using these skills to influence stakeholders.	X			X
3 years charity fundraising experience or evidence of very relatable experience.	X		X	
Strong financial management and budgeting skills.	X		X	
Excellent research skills, including identifying, analysing, and monitoring potential funders.	X			X

Personal Qualities	Essential	Desirable	Application	Interview
Commitment to goals, ethos, values, and vision of Pecan, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions.	X		X	X
Flexible and adaptable to different areas of work at short notice.	X			X
Ability to organise work, take responsibility and work on own initiative.	X			X
Encouraging and resilient with a strong positive attitude.	X			X
Resourceful, imaginative, and full of creative ideas.	X			X
A strong passion for social justice.		X	X	X

Personal Circumstances

There is some flexibility in working hours. Very rarely you may be required to work some evenings and weekends. Time Off in Lieu is provided for agreed evening and weekend work. The post holder will need to arrange their time to support the development of individual clients most appropriately.

How to Apply

Pecan is committed to recruiting with care and to safeguarding and promoting the welfare of vulnerable people and expects all staff and volunteers to share this commitment.

To apply, please submit the following to [CharityJob](#):

1. CV
2. Covering Letter, no more than **2-sides of A4 paper**, expanding on your passion for this area of work and describing how you meet the Job Description/Person Specification, as set out in this pack.

Closing Date: Sunday 9th June 2024, 23:59pm

Interview Dates: Details TBC

Start Date: ASAP

Please note that applications must contain **BOTH the CV and Covering Letter** as described above to be considered. Applications must be submitted to the appropriate platform before the deadline to be considered. Candidates that have not been contacted by the interview date or within 2 weeks of applying if it is an open recruitment, have not been shortlisted for interviews. A decision on appointment will be made following the interview process.

All recruitment queries should be directed to careers@pecan.org.uk. To be directly informed about all of our career opportunities, please keep an eye on the [vacancies](#) page of our website, or join our careers [mailing list](#). We look forward to receiving your application.