



Philanthropy Manager

Candidate Information Pack

Job Purpose

Role: Philanthropy Manager, Philanthropy & Partnerships Team.

Mission and purpose of role: Key leader and developer of the Philanthropy Programme.

Location: Home working / Stratford, London (hybrid of home working and 1-2 days per week in Stratford Office).

Hours: 35 per week.

Salary range: Grade 8 - £43,824-£48,063 (depending on experience).

A Welcome from Jane Aldous, Head of Philanthropy & Partnerships

Dear Candidate

Thank you for your interest in coming to joining our exceptional philanthropy and partnerships team and using your experience to take our philanthropy programme to the next level.



Refugee Council is at the forefront of a movement which aims to create a fair and humane asylum system. We have a passionate base of loyal philanthropic supporters, and receive an ever increasing number of enquiries from people of all backgrounds and walks of life to ask how they can support us to make a difference.

With the support of our Trustees, Refugee Council is making a substantial investment in the development of its Philanthropy programme to harness this support in an area of huge potential for growth. We are also redeveloping many of our programmes and services to pivot our funding balance from statutory sources in favour of greater voluntary funding which will enable us to test models that deepen our impact. Our plan for growth is **ambitious but realistic**, allowing time for development and engagement, and is supported by the recruitment of prospecting, stewardship and communications expertise.

By joining our expanding and award-winning team, you will be helping to lead this step change in our approach, working with the support and collaboration from myself and the wider team. You will be part of a team working closely with our highly engaged SMT, particularly our Director of Fundraising and our CEO, as well as Patrons and high-profile supporters to make this change. You will also be working to an ambitious and realistic plan that aims to take Partnerships and Philanthropy income from an annual base of c. £1.3m in 2023/24 to an annual income of £3m and growing by 2027/28.

Successful candidates will need to have the experience and passion to create the **case for change and for support**, engaging and taking donors and prospects on a journey and offering them the opportunity to use their influence and funding as a catalyst for change, supporting those who have already experienced so much tragedy and trauma to feel welcome and rebuild their lives. New members of the team will also have a clear understanding of the value of our media engagement strategy in shaping public discourse and influencing positive change; Refugee Council is at the forefront of media engagement in the refugee sector and amplifying the voices of refugees.

At Refugee Council, we have the most moving and diverse stories to help change hearts and minds. Stories that encompass our innovative external affairs campaigns aimed at engaging policy makers and the public, stories about offering help and advice to men, women, and children whilst in the **limbo of the asylum system**, helping them to feel **human, supported and not forgotten**, or stories about our work with people to help them rebuild their lives through our **therapeutic support, employment programmes and housing support and advice** on receiving their refugee status.

If you share our values of fairness and humanity, are inspired to join our movement, and have the skills and experience outlined below, we would love to hear from you.

Jane Aldous
Head of Philanthropy and Partnerships

About Us

Refugee Council is one of the leading charities, supporting refugees and people seeking asylum to rebuild their lives in safety here in the UK. Providing practical, hands on support, our award winning services include: welcoming refugees into local communities across the country, providing specialist children's services – with a particular focus on refugee children who arrive here alone, helping people to navigate the asylum system and supporting people to access housing and employment. Evidence from services is then used to also inform the charity's leading policy and influencing work, including campaigning for a fairer and kinder refugee protection system. You can find out more about the [work we do](#), [our strategy](#), [our values](#) and our roles on our website.

Refugee Council has for over 70 years supported refugees and people seeking asylum to rebuild their lives in the UK. We work with over 14,000 men, women and children every year – people who have fled war, persecution and violence in their home countries, and are desperately seeking safety and protection. We provide critical support across our four key programme areas; Youth Services (including our innovative My View Therapeutic service), Inclusion and Employment, Adult Asylum (also including our remodelled combined Adult Casework and Therapeutic service) and Resettlement.

We also work across national and local government to campaign, influence policy and advocate for a fairer and more humane refugee protection system, and work through our communications programmes to create innovative messaging and campaigns to reach new audiences to help inspire change in hearts and minds across the country. Furthermore, we are committed to supporting the wider refugee sector and work in coalition with others so that we can continually learn from each other, combine our strengths and offer capacity and support where needed.

About the Philanthropy & Partnerships Team

The Philanthropy & Partnerships Team raises vital funds from key high value audiences to support this work: trusts and foundations, companies and high net worth individuals. This is a momentous time to join the Philanthropy Team: over the last two years we have been approached by a range of exciting and compassionate new individuals, wanting to support our work as a result of the Ukraine war, and the circumstances that forced people to flee Afghanistan two years ago. In addition, the worsening treatment of people seeking asylum in the UK and the Illegal Migration Act, are motivating current and new donors alike and bringing them closer to our cause. We are in the enviable position of knowing we have so many more connections and networks we can work with and maximise and so much more we can achieve.

As a result of both the growing need and growing interest in Refugee Council's work we have ambitions plans to make a leap in our growth and impact. We plan to further invest in the Philanthropy Team over the coming months, in particular in the areas of philanthropy and corporate partnerships. This role will provide critical support to ensure that we are able to offer gold standard cultivation and stewardship to our growing portfolio of current donors and prospects.



What's Great About Working With Us

Working at Refugee Council, you will have full CEO and Senior Leadership support - all have a fundraising first mindset, and understand the opportunities and challenges you may face.

Funders will already be aware of our good reputation as a result of our high media profile (including being supported by the Guardian Christmas Appeal 2023), and as an organisation at the epicentre of political campaigning and influencing for a fair and humane refugee protection system in the UK.

We have been at the forefront, alongside brilliant partners in the refugee sector, calling for a stop to the unlawful Rwanda plan, the closure of Manston Asylum Processing Centre and the need for far better alternatives to barges and boats such as Bibby Stockholm. The best part of this job is joining an organisation in the thick of it politically and fundraising for powerful work to right the injustices you read about in the news every day.

"I've only been in the UK for a year. When I came here, at first I felt very bad. But after I heard about Refugee Council, they helped me very much, I want to say that. I think Refugee Council has special members, they are very friendly and very helpful, especially for me." Ayse, from Turkey

Role Summary

This role will be a critical part of the Philanthropy & Partnerships Team and presents an exciting opportunity to grow our established Philanthropy programme. It offers the opportunity to work alongside an engaged and well-connected Senior Management Team, supported by the Head of Philanthropy & Partnerships and a highly regarded and experienced Philanthropy Consultant, who is helping us to make our ambitions a reality.

Working with key stakeholders from across the organisation, you will play a lead role in the development and delivery of our ambitious Philanthropy strategy. You will also be responsible for delivering and creating bespoke development plans, supported by engaging cultivation and stewardship activities to secure increased funding from existing and new donors. You will also be a key point of contact for key Major Donors and high-profile supporters.

To succeed you will have experience of running a Philanthropy/major giving programme, with extensive experience of managing your own pool of donors, as well as a track record of securing 5 and 6 figure donations from high net-worth individuals. You will have extensive knowledge of the Major Donor landscape and your fundraising skills will be matched by your strategic planning and leadership abilities.

Purpose

- To develop and grow the Refugee Council's Philanthropy relationships and programme.
- To build relationships with and maximise income/support from high net-worth individuals and support from Patrons, Ambassadors, high profile and influential individuals.
- To develop and oversee the Philanthropy programme to achieve its ambitions.

Roles and Responsibilities

1. To play a key role in the development and implementation of the philanthropy strategy and programme.

- To implement the Philanthropy strategy in consultation with key stakeholders including the CEO, the Executive Director Fundraising and Executive Director of Services, and others in the Extended Leadership Team (ELT).
- Deliver training and coaching as required to the wider organisation in relation to philanthropy.
- To meet agreed income and KPI targets.
- To contribute to budget setting, reporting, forecasting and analysis.

- To provide regular reports on areas of activity and updates on income and KPI targets, and to provide briefing papers for Trustees and Senior Management Team (SMT) as required.

2. Working with the Prospecting Manager to research and identify high net worth supporters and networks, and to manage existing high value supporters through outstanding relationship management, with support from the Stewardship and Events Manager.

- To proactively develop and manage relationships with a portfolio high net-worth supporters/Major Donors and prospects based on bespoke and personalised cultivation programmes.
- To proactively lead on strategic approaches and communications with Major Donors making working with SMT and Trustees and Heads of Department and Managers as appropriate.
- To ensure Major Donors receive timely and quality reports and communications.
- To work closely with the Stewardship & Events Manager to design and deliver an effective stewardship programme for major donors.
- To work closely with the Stewardship and Events Manager to deliver cultivation and stewardship events.
- To work closely with the Public Fundraising team to ensure successful transition of supporters from the individual giving programme into the Major Donor programme.
- To represent the Philanthropy Programme and Refugee Council with authority and expertise.

3. Working with the Prospect Manager to develop and implement a research strategy for existing Major Donor and to identify potential supporters.

- Staying up to date with changing legal and best practice policies (for example data protection and research policies) that affect major donor giving, ensuring that the organisation is fully compliant.
- Run an ongoing research programme to identify new prospects.
- To ensure that the Major Donor programme is supported by analysis of up-to-date records on prospects, utilising the fundraising database.
- To ensure that Major Donor records, both through the database (ThankQ) and the electronic files are kept up to date and accurate.
- To undertake regular analysis and screening of the database to identify potential donors for increased donations.
- To work with and manage any third-party agency contracted to undertake research on behalf of Refugee Council.

4. To work across teams within the Refugee Council to develop compelling cases for support.

- Keep abreast of activity and projects across the organisation to identify new funding possibilities.
- Work alongside the wider team to ensure a collaborative approach to large gift fundraising, to ensure that approaches are maximised.
- Arrange visits to the Refugee Council's Regional Offices to keep up to date with their work and to keep donors in touch with the work.
- Secure commitment from colleagues across the charity to support the Philanthropy programme overall fundraising programme.
- Collate and draft compelling cases for support for distribution to key donors.

5. To lead and be a key contributor to the development of a high profile/influencer strategy.

- To work with the Chief Philanthropy Lead and the Head of Philanthropy & Partnerships and Head of Communications and their wider team to support this work and to develop and grow our high-profile relationships.
- To develop a new major donor board.
- To develop a new ambassadors/patrons and celebrity boards and programmes.
- Develop and manage a new effective and engaging mid/high value philanthropy programme and create ways of working and protocols for the identification of donors to the wider Refugee Council supporter base.

- Work across Public Fundraising, Services, nationally regionally, Public Affairs and Advocacy, to map and engage new networks and create new high value giving programme, with the potential to feed into the major donor programme and to be a programme within itself.
- To support the delivery of a new strategy for working with high profile individuals and influencers.
- To oversee the high profile/influencer support programme.
- To communicate directly and report to with high profile supporters who are already supporting the Refugee Council and support the management of high- profile influencers across the organisation.

6. Line Management

- To support and line manage the Senior Philanthropy Executive, support their development, the creation of their workplans and the development of their own portfolio of donors and prospects.

About You

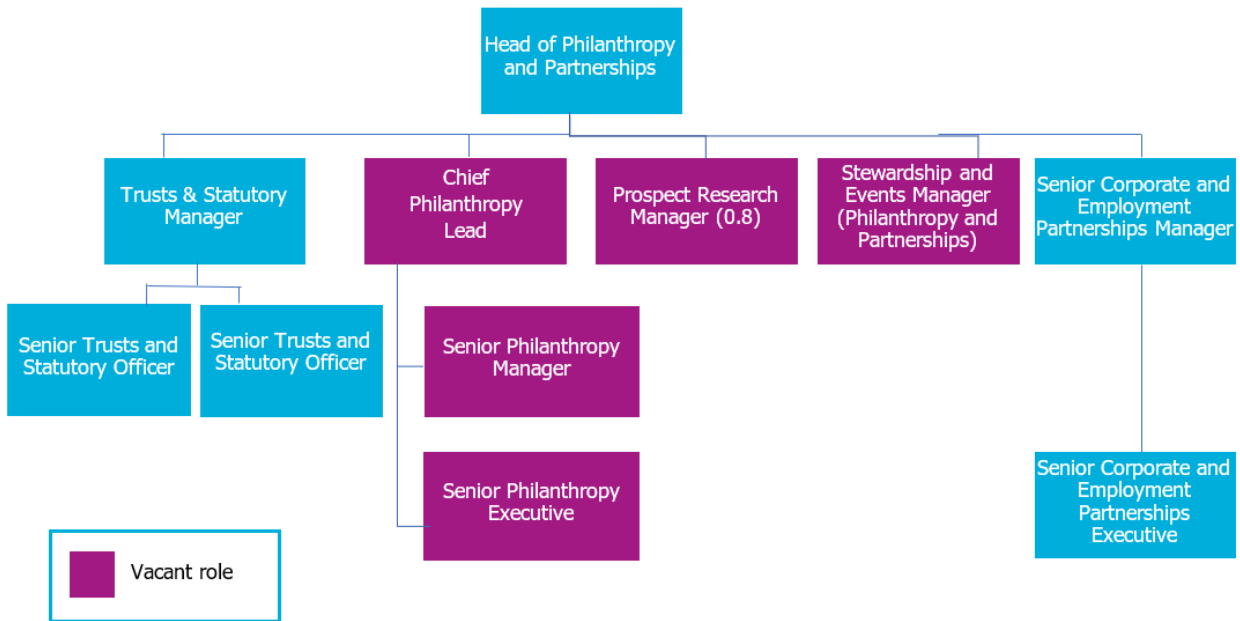
Essential experience skills, knowledge and abilities

- Proven track record of substantial success in and experience of Philanthropy programmes/Major Donor fundraising, raising 6 or 7 figures.
- Success in cultivating relationships from new and existing supporters.
- An understanding of the funding landscape for philanthropy and high value giving.
- Excellent knowledge of the methodology of major gift fundraising strategies.
- Successful track record in meeting income targets.
- Ability to manage budgets and provide financial reports.
- Proven ability to create bespoke, compelling cases for support at a variety of levels and to different audiences.
- Experience of working with fundraising CRM systems.
- Excellent verbal and written communication skills – including ability to communicate complex information in a clear, effective and persuasive manner.
- Excellent relationship building and networking skills.
- Excellent presentation skills.
- Ability to think creatively and translate that into creative concepts and compelling copy.
- High level of numerical and analytical skills.
- Ability to take the initiative, be self-motivating and motivate others.
- Effective time management skills and an ability to prioritise tasks and work to tight deadlines.
- Excellent planning, organisational skills and attention to detail.

Desired experience skills, knowledge and abilities

- Experience of growing and developing a Philanthropy/Major Donor programme.
- Experience of working with senior volunteers and/or committees to deliver targets.
- Experience of working with high profile individuals to secure non-financial gifts such as their public support of the organisation.
- Experience of working with a fundraising database.
- An understanding of issues affecting charity fundraising and the current funding climate.
- Knowledge of the legislation and experiences that affect refugee and asylum seekers in the UK.
- The inclusive leadership skills required to lead diverse teams.

Philanthropy and Partnerships Team Structure



Additional Details

Flexible working

This job is:

- A hybrid role with the expectation of two days per week in the office in Stratford – however, we are open to discussion about working arrangements.
- Suitable for job sharing.

Inclusion and accessibility

Ensuring that Refugee Council is an inclusive and accessible place to work is important to us. Alongside core competencies, we particularly value relevant lived experiences and would welcome and encourage such applications to enable people from different backgrounds to apply and thrive with us. We believe our recruitment process supports that and are also happy to make adjustments on request. You can find out more about our EDIB strategy [here](#).

Benefits:

- 28 days annual leave, plus public holidays, increasing to 30 days after three years continuous service.
- Option of annual leave purchase scheme for up to 5 days.
- Training & Development: we support Continuous Professional Development and time to undertake CPD activities is built into roles and rotas whenever possible. Our leadership development programme will give you the opportunity to build on your strengths, develop in the leadership areas that you find more challenging and build connections with your peers. We also have made a great start on our project to develop a career development programme for people with lived experience of the refugee protection system.
- Employee Assistance Programme.
- Pension Scheme: members contribute 3.5%, Refugee Council will match contribution up to 5% of gross salary.
- Work Life Balance Policies, including flexible working, maternity and paternity, adoption leave, study leave and special leave.

- Life Assurance.
- Interest-Free Loans for work-related purposes.
- Season Ticket Loans.
- Training Loans for relevant training purposes or to help finance part-time study.
- Employer-Sponsored Volunteering: staff can take up to 14 hours leave a year for voluntary work.

For more about Refugee Council

To see more about our work, you can view the following films:

[How refugees fleeing war, genocide and revolution find hope in the UK – video | Society | The Guardian](#) – a film that was recently made as part of the Guardian Christmas Appeal for 2023.

An [interview](#) with a young woman who has experienced our My View therapeutic service, designed to support the mental health and integration of young refugees who have arrived in the UK alone.

A [film](#) about our campaign for Families Together.

“I claimed asylum in 2022. I first saw Refugee Council when Amita came to the hotel every week, she’s a really nice helpful person. Ever since then I’ve been volunteering. You learn a lot about British culture, with Refugee Council there’s a lot of activities which allow you to integrate.” **Mohammed, from Sudan**

How to Apply

Please apply by submitting a copy of your Curriculum Vitae (CV) and a covering letter highlighting your suitability for the position and why you are interested, by clicking on this [link](#). For any queries please contact Suzie Groves at suzie@aawpartnership.com.

Closing date: Monday 24th June 2024.

Interview dates: First round virtual interviews will take place on Tuesday 2nd or Wednesday 3rd July. For those progressing further, second interviews will take place in-person in London on Tuesday 9th July.

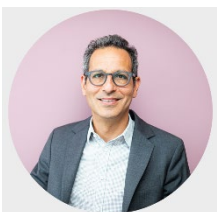
Please note we will be assessing applications as soon as they come in, so please apply early.

A Final Message from our Chair and CEO



“The Refugee Council is at a critical juncture in our strategy as we seek to invest and grow the impact we can achieve with and for refugees through our philanthropic partnerships. This team is a pivotal part of our future direction and has the support of the Board and the Senior Management Team, who stand ready to lean in to our fundraising ambitions to make this country a better and fairer place for refugees and people seeking asylum.”

Rachael Orr, Refugee Council Chair of Trustees



“Men, women and children seeking protection here in the UK need your unique fundraising skills and expertise. Together, we can help people rebuild their lives in safety, in dignity and with agency. I am personally committed to supporting our philanthropy ambitions as it is such a fundamental building block of our impact strategy. There is so much more we can achieve with the right team of passionate staff and supporters pulling together. Refugee Council is on a journey of learning and internal transformation; we have a leadership team who have created strong and inspiring plans to lead to tangible change for the people we

work with, we are developing sector partnerships to drive collective change and we have invested in our infrastructure so that we can make our vision a reality. We now need you to help realise our potential and drive the changes we need to support refugees regain their future.”

Enver Solomon, Refugee Council Chief Executive

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