

Supporter Relations Manager

Job title:	Supporter Relations Manager
Responsible to	CEO
Responsible for	Ensuring great relationships with the trusts, individuals, churches and corporates who support the work of Hope into Action UK
Key Terms & Conditions	£42k per annum 28 days Annual Leave Options for flexible working

Summary of the role:

Ensuring great relationships with the trusts, individuals, churches and corporates who support the work of Hope into Action UK.

1. Leading the Supporter Relations team to raise £the budgeted amount each year
2. Managing the process for applying and reporting for grants
3. Nurturing our individual donor base and overseeing campaigns
4. Developing our church partnerships
5. Fundraising advice for locations and franchise Network
6. Overseeing our communications, social media and branding
7. Governance and Christian Ethos

Responsibility and Tasks

1. Leading the Supporter Relations team to raise budgeted amount each year

- Ensure our Supporter Relations work meets the budgeted targets for income
- Strategic oversight of the department, ensuring systems and processes are as effective as possible in valuing and growing our support
- Ensure quality and compliance of fundraising activity with codes of practice and GDPR

2. Managing the process for applying and reporting for grants

- Oversee research, development and submission of grant applications. Currently this means working in partnership with fundraising agency *Better Story*
- Maintain strong relationships with our grant-making trusts
- Ensure timely reports submitted for each grant

3. Nurturing our individual donor base and oversee campaigns

- Maintain, develop and sustain relationships with our donors and supporters through the management of our Supporter Relations Coordinator
- Oversee plans to ensure recruitment of new supporters
- Plan and oversee manage key campaigns at Christmas and Easter
- Oversee a strategy for legacy giving
- Oversee the management of key events, investor and supporter evenings, major donor events, fundraising campaigns and other events
- Ensure our Supporter Relations CRM, Harlequin, is kept up to date and working effectively

4. Developing our church partnerships

- Nurture and grow our current relationships with churches across the UK
- Develop a successful project to engage more churches in a donor relationship with HiA and build this as an income stream

5. Fundraising advice for locations and franchises

- Support and advise City Leads in Norwich, Peterborough, Nottingham and Cambridge in submission of grant applications and wider fundraising
- Deliver introductory sessions, advice and offer template 'Cases for Support' and other documents to within HiA franchises to develop their fundraising.

6. Overseeing our communications, social media and branding

- Provide line-management to the Communications Coordinator
- Ensure the website communicates our work in a positive and engaging way.
- Coordinate the design and delivery of promotional literature with relevant contractors
- Oversee the social media of the organisation according to our brand policy and values

7. Governance and Christian Ethos

- Attend and prepare reports for the SR Sub-Committee and attend full Board meetings as necessary
- Play a role in ensuring the organisation retains a strong Christian ethos, culture and practices throughout, with a strong emphasis on prayer and biblical reflection
- Devote time to pray for the organisation's work and contribute to daily prayer meetings
- Uphold the role of local church in the organisation

These are the competencies necessary for this role:

<p>1. Commitment</p>	<p>Dedication to HiA's mission to address homelessness and to playing a role in growing our work and deepening our impact.</p>
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2. Professionalism	Maintains high standards of professional conduct: responsive to enquiries, able to use core IT packages and keeps on top of administration.
3. Spiritual passion	Personally committed to HiA's Christian ethos, contributes to corporate prayer and is committed to the role of the church in our work.
4. Self-awareness	Acknowledges their own strengths and weaknesses and is committed to personal development.
5. Teamwork	Manages relationships well, understands others, appreciates diversity and the contribution of others.
6. Communication	Able to communicate well verbally and in writing with tenants, colleagues and external agencies and contractors.
7. Project management	Plans and implements projects, able to coordinate different elements and follows through to ensure actions are completed.
8. People management	Able to keep their team motivated, encouraged and focused on objectives. Able to challenge poor performance.
9. Strategic thinking	Able to develop a vision for the direction of their area of work, address risks and implement long-term thinking.
10. Leadership	Able to appreciate the tension of competing demands and optimise the use of resources to achieve organisational objectives. Leads with conviction and by example.

Additional requirements for the role

- Experience of writing successful funding proposals
- Experience of managing a website
- Ability to speak publicly and convey the vision of Hope into Action

Key terms and conditions

1. Full time. We are open to discussing more flexible arrangements such as reduced hours.
2. Hybrid working arrangements. We are a dispersed team working across the country but our Support Centre is in Peterborough and we would want the person doing this role to be working from there for 2 days a week.



Enabling churches to house the homeless

3. Annual Leave – 25 days per annum + bank holidays and 3 days between Christmas and New Year
4. Pension – Group Personal Pension Plan paying 8% of salary