



## **Job Description**

<b>Job Title:</b>	Trusts and Grants Manager
<b>Reporting to:</b>	Assistant Director of Income Generation and Marketing
<b>Salary range:</b>	£38,000 to £44,000 dependent upon experience

## **Job Summary**

To be responsible for managing and developing relationships with charitable trusts, foundations and grant making bodies, in order to secure sustainable income to the charity.

As the Trusts and Grants Manager, you will be responsible for building a detailed pipeline across the year, which will need to be continually updated and developed.

A key part of your role will be developing relationships with stakeholders within Trusts and Foundations, working closely with senior members of the charity, to engage donors with the hospice and highlight first-hand the impact of their support.

To be successful in this role you will have proven experience of fundraising with trusts and foundations. You will be confident in building upon existing and new relationships with donors and internal stakeholders, through written and verbal communication. You will also be comfortable in securing four, five, or six-figure gifts, and be confident in doing so through excellent stewardship. You will be organised with attention to detail in creating and managing the pipeline.

## **Key Accountabilities and Responsibilities**

### **Systems and Processes**

- To develop and manage a pipeline and activity plan (following on from the pipeline) to include application schedules, reporting mechanisms and regular 1-2-1 communication with funders. This includes funder visits.
- To lead a monthly internal panel meeting with key internal stakeholders, presenting key opportunities from the pipeline this month/quarter. The team will support you with funding opportunities and information for the bids.
- To deliver mid and end of grant monitoring/update reports to ensure funders receive the relevant data and financial information they require and to ensure Haven House accurately demonstrates the impact of their support.
- Identify and develop the necessary systems and processes to support the growth of the Trusts programme.
- Using the database, other available resources and the organisation's network of staff, trustees and supporters, identify, research, approach and cultivate existing and new prospects.
- Develop and manage relationships with existing and new Trusts to ensure successful solicitation of gifts. Create tailored presentation materials to evidence the need and personal, timely reports to evidence the impact.
- Develop high quality applications for existing and new prospects as appropriate, working collaboratively with other teams within Haven House.



## **Strategy and Leadership**

- Fully support the Assistant Director of IGM and the rest of the team to deliver on the high value team priorities and achieve income targets.
- Actively engage with the Care team to identify opportunities to support the success of the trusts programme.
- Actively engage with the Marketing and Communications team to identify requirements supporting the success of the trusts programme.
- Work with senior volunteers and stakeholders to make introductions within their networks. and provide support to them in developing the relationships and making asks to solicit further support.

## **Donor Stewardship and Relationship Management**

- Develop and implement excellent donor stewardship, including written communications and reports, face to face meetings and events and visits.
- To develop and maintain a thorough understanding of the work of Haven House in order to write compelling proposals / applications and case studies for different audiences.
- Responsible for personally cultivating and researching a portfolio of potential Trusts who have the capacity to give 5 / 6 figure gifts.
- To analyse and review a prospect pipeline on an ongoing basis and ensure appropriate prospect movement.
- Liaise with and brief Senior Leadership Team colleagues (inc. CEO) to enable them to effectively engage with trust funders to support the delivery of gifts.
- Plan and prioritise approaches to donors / prospects and develop an annual calendar of approaches.
- Work with the care team to ensure timely and appropriate updates are provided to key supporters regarding the charity's current activities and impact.
- Ensure a consistent level of donor stewardship for the donor portfolio in line with cultivation plans and develop bespoke supporter communications.

## **Cross Team Working**

- Collaborate across IGM team to ensure every relationship is maximised for the benefit of the supporter and Haven House.
- Collaborate with colleagues in the care team to collect information for reports and proposals.
- Work with colleagues across the wider IGM team - sharing project information, delivering key events and supporting cross-team networking and introductions.
- Work closely with members of the care team, senior management team and income generation and marketing team to understand and be able to illustrate the hospice's short, medium and long-term funding needs.

## **Budgets and Performance Monitoring**

- Set income and expenditure budgets and monitor performance to achieve agreed targets.



- Prepare timely narrative and financial reports for trust funders on the impact and outcomes of work that they have funded and in accordance with the donors' funding requirements.
- Monitor individually achieved income in relation to targets and be able to explain any variances in performance on a monthly and quarterly basis.
- Produce monthly updates on income and expenditure.
- Work with finance and care colleagues, providing timely information to donors on the use of restricted funds.

### **Fundraising Best Practice**

- Ensure all activity undertaken follows fundraising best practice and charity law – including GDPR legislation.
- Ensure all appropriate supporter and prospect data is recorded in an accurate way that is compliant with charity law and GDPR.
- Follow the internal fundraising policies and best practice.
- Adhere to all statutory regulations relating to fundraising (e.g., solicitation statements, commercial participation agreements and use of professional fundraisers). To adhere to best practice in relation to major gift fundraising paying particular attention to The Data Protection Act 2018 and Fundraising Regulator's Code of Fundraising Practice.
- Ensure Gift Aid opportunities are maximised at point of solicitation, where appropriate.
- Monitor feedback and respond to complaints as appropriate.
- Keep abreast of best practice and current trends within events fundraising and recommend ideas and initiatives for Haven House as appropriate.

### **General**

- To promote and live the Haven House values of Compassionate, Professional, Respectful and Safe.
- To work with colleagues across the hospice as part of the Haven House 'One Team' approach.
- To conduct yourself in line with the Haven House cultures and behaviours at all times, acting as an ambassador for the hospice.
- To contribute towards a culture of continuous improvement to help drive our service to Outstanding.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance process.

Haven House is committed to Equal Opportunities in Employment and therefore it is our aim to ensure that no applicant or employee receives less favourable treatment on grounds of gender, disability, religion, race, colour, sexual orientation, and nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Haven House is responsible under the existing equality and diversity legislation to ensure equality issues are promoted and you are expected to work with Haven House to fulfil these obligations, policies and codes of good practice.



Employees must take reasonable care and be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.



## Person Specification

We are seeking a highly successful senior fundraiser who has experience of cultivating and stewarding relationships with trusts & foundations. Suitable candidates will have extensive strategy creation and implementation experience coupled with exceptional relationship building skills especially at the senior stake holder level.

### PERSON SPECIFICATION

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Educated to degree level or equivalent experience	X	
A solid understanding of the role charities, like Haven House, play in improving the lives of life-limited children and their families	X	
Demonstrable experience of soliciting large gifts (5/6 fig gifts)	X	
Demonstrable understanding of the range of funding opportunities within major giving, grants, trusts and foundations available to children's hospices	X	
Understanding of the statutory income (e.g. local authority and NHS grants) opportunities available to children's hospices		X
Experience of major giving fundraising, new business development and bid writing	X	
<b>Skills</b>		
Experience of synthesising information from a range of sources to produce accurate and engaging reports	X	
A proven track record of managing relationships with stakeholders	X	
Highly proficient persuasive writing skills	X	
Excellent planning and self-organisational skills	X	
Excellent IT and Microsoft Office skills	X	
The ability to work with colleagues to identify and exploit connections across income streams and departments	X	
Influencing and negotiation skills	X	
Research and critical evaluation skills	X	
Management of income and expenditure budgets (including cash flow)	X	
Excellent presentation skills both verbal and written	X	
<b>Abilities</b>		
The ability to balance analytical information with engaging story-telling	X	
Excellent presentation A confident approach to delivering tours to prospective and existing funders	X	
The ability to work under pressure, manage time effectively and work to deadlines (often imposed externally)	X	
Ability to work out of hours and at weekends where needed	X	