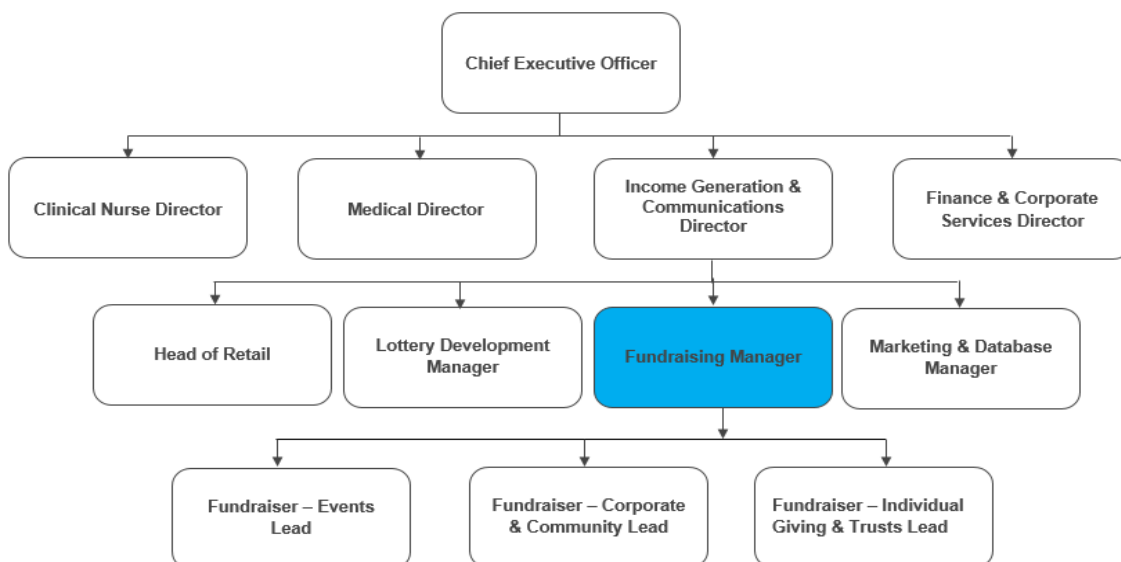


JOB DESCRIPTION

Job Title:	Fundraising Manager
Department:	Income Generation & Communications
Post Holder:	TBC
Grade:	Admin 5 (£33,706 - £36,353)
Reports to:	Director of Income Generation & Communications
Direct reports:	Fundraiser – Corporate & Community Lead Fundraiser – Events Lead Fundraiser – Individual Giving & Trusts Lead
Responsible for:	Fundraising volunteers

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To develop and deliver comprehensive plans to maximise income from corporate fundraising, community fundraising, individual giving, legacy giving, fundraising events and trusts & foundations, and achieve set targets in line with the hospice's income generation strategy.
Key Working Relationships:	Donors, supporters and volunteers Fundraising team Income generation & communications team members Key internal staff members Chair & trustees Key external stakeholders and partners Suppliers

Role Responsibilities:

Leadership & Management

- Lead and motivate the fundraising team, providing effective direction in their activities to ensure individual and team objectives are achieved.
- Effectively manage, develop and support direct reports, including regular 1-2-1 supervision with support and advice, performance reviews, annual appraisals and personal development planning.
- Hold regular team meetings and promote team building, open and clear communications, co-operation and appropriate networks of support for staff.
- Work closely with the Volunteer Coordinator to ensure effective systems are in place for recruiting, managing, training, supporting and recognising volunteers.
- Model the hospice's values of compassion, respect, professionalism, excellence, inclusivity and collaboration and ensure they are reflected across the fundraising team and its' activities.
- Deputise for the Director of Income Generation & Communications where required.

Fundraising Strategy & Operations

- Work with the Income Generation & Communications Director to develop the income generation strategy, enhancing existing income streams to ensure sustainable income, identifying and developing new opportunities to deliver income growth.
- Develop an annual fundraising plan and budget in conjunction with the Income Generation & Communications Director, setting financial and non-financial targets and KPI's for corporate, community, individual giving, events, legacies and trusts income streams, regularly reporting on performance.
- Lead the implementation of the fundraising plan to achieve set targets.
- Manage and develop relationships with mid to high value corporate and community supporters to maintain their engagement with the hospice and maximise income.
- Continually develop the fundraising events, campaigns and appeals programme, and manage relationships and negotiations with major sponsors, suppliers and other stakeholders.
- Work with colleagues across the organisation to identify specific projects and capital expenditure as a basis for applications to trusts, foundations and other funders, lead on large grant applications and manage relationships with key funders.
- Develop a major donor fundraising plan, including the identification, cultivation and stewardship of high value supporters.
- Lead on the development of the hospice's legacy promotion strategy, working closely with the Marketing & Database Team to deliver agreed KPIs.
- Act as an ambassador for the organisation, engaging a wide variety of supporters through formal and informal talks and presentations focussed on the hospice's case for support, impact and future plans.
- Regularly review the effectiveness of fundraising activities, recommend and implement changes to maximise profitability.
- Continually develop the team's activity, including the identification of new fundraising opportunities and assisting in the preparation of business cases for investment where required.
- Ensure that excellent donor care standards are achieved and maintained by monitoring supporter feedback, ensuring that complaints are dealt with effectively and promptly and implementing any additional training required in order to deliver an outstanding supporter experience.
- Ensure financial control through the monitoring and review of the monthly management accounts to ensure targets are met.
- Utilise appropriate software and systems to safely and effectively manage data and for reporting purposes.

Teamwork & Collaboration

- Work closely with the Marketing and Database Team to ensure that fundraising activities benefit from appropriate and effective marketing support and to ensure fundraising processes are supporter-centred and data-driven.
- Work with the Marketing & Database Team to develop effective donor journeys to effectively retain and develop support.
- Work closely with the Marketing & Database Manager to ensure donation acknowledgment and administration is effective, and income from gift aid is maximised.
- Work with members of the retail and lottery teams to ensure those areas of income generation are effectively promoted across fundraising operations and vice versa.
- Seek opportunities to work collaboratively with other hospices or charities to share the benefits of economies of scale and partnership working.
- Attend and contribute to Income Generation & Communications department meetings as required.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.

Governance & Compliance

- Ensure all fundraising income is generated lawfully, ethically and in line with best practice - with particular regard to the Fundraising Regulator's Code of Fundraising Practice, data protection legislation, guidance from the Chartered Institute of Fundraising and local authority licensing regulations.
- Ensure all fundraising activities are carried out safely, with due consideration given to the Health & Safety of staff, supporters, volunteers and members of the public.

Other

- Maintain sector knowledge and an awareness of emerging trends to identify potential new fundraising opportunities.
- Maintain a network of contacts at other hospices and charities, and attend relevant conferences and seminars in order to gain knowledge and share best practice.
- Work within agreed hospice policies, procedures and guidelines.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Income Generation & Communications Director.

General Responsibilities:

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to

undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder. This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Fundraising Manager
Department:	Income Generation & Communications
Grade:	Admin 5

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	A good standard of numeracy and literacy.	Chartered Institute of Fundraising or other fundraising qualification.	Application Form
EXPERIENCE	A demonstrable track record of success in a fundraising role. Proven experience of consistently working to and achieving financial targets. Line management experience. Budget management experience. Experience of recruiting / managing volunteers.	Experience of developing and delivering strategy. Experience in monitoring and reporting on financial and non-financial KPIs. Experience of working with charity trustees. Experience of developing team members.	Application Form Interview
SKILLS	Highly developed interpersonal and relationship-building skills. Excellent communication skills – able to communicate effectively at all levels. Excellent written communication skills – able to write in a compelling and persuasive way. Confident and engaging speaker. Excellent organisational skills, with the ability to prioritise workload effectively and work on multiple projects simultaneously. Negotiation and influencing skills.	Project management skills. Business planning skills.	Application Form Interview
KNOWLEDGE	Highly computer literate - Microsoft Office, social media. Knowledge of data protection in relation to fundraising, and fundraising regulation / codes of practice. Working knowledge of fundraising databases / CRM systems. Knowledge of gift aid processes.	Knowledge of the Bolton area. Knowledge of Health & Safety considerations / risk assessments in relation to fundraising activities.	Application Form Interview
PERSONAL ATTRIBUTES	Self-motivated, with a high level of initiative. Strong teamwork ethic.	Creative and innovative approach.	Application Form Interview

	<p>High professional standards and passionate about excellence.</p> <p>Resilient and able to effectively work under pressure, and to deadlines.</p> <p>Effective problem solver and decision maker.</p> <p>A strong commitment to the vision and values of Bolton Hospice.</p> <p>Commitment to continuous professional development.</p> <p>Willingness to work some evenings and weekends to fulfil the requirements of the post.</p> <p>A full driving licence and access to a vehicle insured for business use.</p>		
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