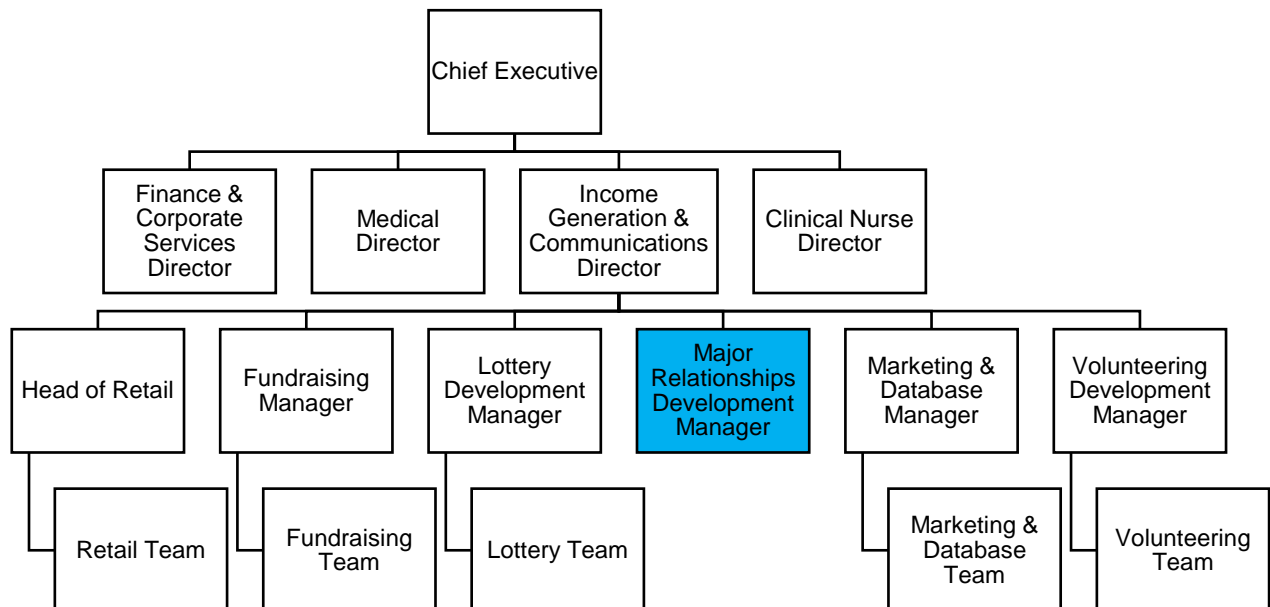


JOB DESCRIPTION

Job Title:	Major Relationships Development Manager
Department:	Income Generation & Communications
Post Holder:	TBC
Grade:	Admin 5
Reports to:	Director of Income Generation & Communications
Direct reports:	None
Responsible for:	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 grow Bolton Hospice's corporate new business and philanthropy pipeline to secure and manage new, high-value, long-term relationships with large corporates and major donors. To achieve set financial and non-financial targets in line with the hospice's income generation strategy.
Key Working Relationships:	Income generation & communications team Chair and board of trustees Key clinical and other hospice staff Major donors, supporters and other key stakeholders Volunteers

Role Responsibilities:

Strategy, Leadership & Management

- Contribute to the development and delivery of the major relationships and income generation strategies, monitoring and reporting against agreed KPIs.
- Recruit, train and supervise volunteers to support major relationships fundraising.
- Model the hospice's values of compassion, respect, professionalism, excellence, inclusivity and collaboration and ensure they are reflected across major relationships fundraising activities.
- Deputise for the Director of Income Generation & Communications where required.

Major Relationships Fundraising

- Develop the hospice's major relationships pipeline (incorporating corporate new business and philanthropy, gifts of £10,000+), achieving financial and non-financial KPIs and delivering sustainable, year on year growth.
- Work with the income generation & communications team, board of trustees, senior leadership team and other key stakeholders to identify prospective major corporate and individual supporters.
- Work with the Marketing & Database team to gather supporter data insight and analysis to aid major supporter prospect identification.
- Effectively research and network to identify prospective major supporters and inform suitable methods of approach, in line with current data protection legislation and hospice policies.
- Cultivate and build relationships with prospective major supporters, soliciting new high-value support (£10,000+).
- Secure high value gifts in kind and develop high-value commercial partnerships and contra arrangements.
- Organise cultivation and stewardship events to engage, motivate and inspire support for the hospice amongst prospective and existing major supporters.
- Provide high-quality, bespoke donor care to all major supporters, inspiring them about the impact of their support.
- Manage and develop relationships with major supporters to maintain their engagement with the hospice and solicit further support.
- Work with the Director of Income Generation & Communications to assist in the development of strategic, multi-faceted partnerships.
- Work with the clinical and medical teams to identify services and projects requiring funding and build a case for support to inform approaches to major supporters.
- Work with the senior leadership and income generation & communications teams to identify opportunities for commercial or philanthropic sponsorship to inform approaches to major supporters.
- Work with the Finance & Corporate Services Director to maintain a comprehensive understanding of the cost of services and hospice's financial position in order to articulate this to supporters.

Teamwork & Collaboration

- Work closely with the Fundraising Manager to ensure clarity around the scope of each team's work, pass relevant information and contacts between teams, and support team members in the management of existing relationships and identification and cultivation of further support.

- Work closely with the Volunteer Development Manager to ensure effective systems are in place for recruiting, managing, training, supporting and recognising volunteers.
- 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.

Systems, Governance & Compliance

- Ensure all major relationships 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 and guidance from the Chartered Institute of Fundraising.
- Ensure all major relationships fundraising activities are undertaken lawfully, ethically and safely, with due consideration given to safeguarding and the Health & Safety of staff, service users, supporters, volunteers and members of the public.
- Utilise appropriate software and systems to safely and effectively manage data and for reporting purposes, and ensure data is processed in line with current data protection legislation.
- Undertake, monitor and review risk assessments in relation to major relationships fundraising.

Other

- Maintain a network of contacts at other hospices and charities, attend relevant conferences and seminars, and keep informed of sector developments in order to develop knowledge, identify trends 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:	Major Relationships Development 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 (GCSE English and Maths, or equivalent).	Chartered Institute of Fundraising or other fundraising qualification.	Application Form
EXPERIENCE	<p>A demonstrable track record of success in business development, commercial sponsorship or philanthropic fundraising.</p> <p>Experience of effective prospect research.</p> <p>Experience of developing inspiring proposals and/or cases for support.</p> <p>Proven experience in asking for and securing five-figure support.</p> <p>Proven experience of consistently working to and achieving financial targets.</p> <p>Experience of effective client or donor relationship management.</p>	<p>Experience in monitoring and reporting on financial and non-financial KPIs.</p> <p>Experience of planning and delivering events.</p> <p>Experience of working with charity trustees and/or other senior volunteers.</p> <p>Experience of recruiting / managing volunteers.</p> <p>Experience of developing and delivering strategy.</p>	Application Form Interview
SKILLS	<p>Highly developed interpersonal and relationship-building skills.</p> <p>Excellent communication skills – adaptable, credible, confident and articulate when communicating with different audiences.</p> <p>Excellent written communication skills – able to write in a compelling and persuasive way.</p> <p>Excellent organisational skills, with the ability to prioritise workload effectively and work on multiple projects simultaneously.</p> <p>Excellent negotiation and influencing skills.</p>	<p>Project management skills.</p> <p>Business planning skills.</p>	Application Form Interview

<p>KNOWLEDGE</p>	<p>Commercial awareness. Financial acumen. Highly computer literate - Microsoft Office. Working knowledge of database / CRM systems.</p>	<p>Knowledge of key stakeholders in the Bolton area. Established network in the Bolton area. Knowledge of data protection in relation to fundraising, and fundraising regulation / codes of practice. Knowledge of database / CRM systems for gathering insight and analytics. Knowledge of gift aid and tax-effective giving.</p>	<p>Application Form Interview</p>
<p>PERSONAL ATTRIBUTES</p>	<p>Self-motivated, with a high level of initiative. High level of integrity – trustworthy, discreet and able to maintain confidentiality. Tenacious and resilient – able to learn and positively move on from setbacks. High professional and ethical standards, and passionate about excellence. A strong commitment to the vision and values of Bolton Hospice. Strong teamwork ethic. Willingness to work some evenings and weekends to fulfil the requirements of the post.</p>	<p>Effective problem solver and decision maker. Creative approach to challenges. Commitment to continuous professional development. A full driving licence and access to a vehicle insured for business use subject to the Equality Act 2010</p>	<p>Application Form Interview</p>