

Major Giving Manager (Trusts & Foundations)

Line managed by	Head of Major Giving (Trusts and Major Donors)
Responsible for	Occasional line management, dotted line to Major Giving Administrator when deputising for Head of Major Giving.
Key relationships	Income Generation teams, Communications team, Clinical and Advocacy teams, ICT and Finance teams.

Hospice UK is the national charity for hospice and end of life care. We work to ensure everyone affected by death, dying and bereavement gets the care and support they need, when they need it.

Our mission is to transform the way society cares for the dying and those around them. To empower individuals, communities and populations to embrace the ethos of hospice care and extend its breadth and reach to improve everyone's experience of death, dying and bereavement.

Our ambitious strategy is the blueprint for how we can achieve the transformation that is needed and sets out the following four strategic goals that will be driving our work over the next five years:

- Extend the reach and enable hospice quality care to be delivered in any setting
- Tackle inequality and widen access to hospice care
- Work with communities to build capacity and resilience to care for those at the end of their life
- Empower a strong, dynamic and responsive hospice sector

Our values: we aspire to be collaborative, compassionate, inclusive, innovative and knowledgeable

Job description

Purpose of the role

The Major Giving Manager (Trusts and Foundations) is a new role working alongside the Head of Major Giving and the Major Giving Administrator to develop and manage a portfolio of Trusts and Foundations that have the potential to give 5 and 6 figure grants to fund our work across the UK.

The role will involve working proactively with programme development staff to develop and write compelling and creative applications for a range of Hospice UK projects. The role will also research and implement effective engagement and stewardship plans to build long-term high value relationships and grow income from Trusts and Foundations.

The role holder will maximise income generation opportunities and explore connections across the organisation to support all areas of Trust fundraising at Hospice UK. The role holder will also be required to deputise for the Head of Major Giving when required, to assist with budget planning, staff management, and in developing income from other high value sources (e.g. individuals, statutory etc.) as directed.

The successful post holder will have:

- A proven track record of raising significant five and six figure funds (£50k+) from Trusts, Statutory and Grant making organisations.
- Excellent written and oral communication skills with the power to persuade, motivate and inspire whilst also delivering clear, concise messages.
- Experience of developing compelling cases for support and writing applications; and accurate, concise and timely reporting back to funders.
- Experience of successfully researching and building a Trusts pipeline, and cultivating and stewarding high level relationships in a systematic way.
- Ability to work collaboratively and accurately with minimal supervision to agreed deadlines, while managing competing demands.
- Be a confident user of IT, CRM databases, budgets and spreadsheets.

Key tasks and responsibilities

1. Manage a portfolio of Trusts and Foundations to develop a sustainable income base for the charity; contributing to the income target for the Major Giving Team and achieving agreed personal income targets and KPIs.
2. Work proactively, both independently and with colleagues, to ensure that strategic and operational delivery reflects a coordinated and collaborative approach to Trusts and other high value fundraising across the charity.
3. Support the Major Giving team's fundraising strategy through creative thinking, problem-solving, and the maintenance and use of CRM databases. Use networks, relationships and knowledge to generate income from Trusts and high value sources by identifying connections and new funding opportunities.
4. Support the achievement of annual income targets and KPIs by researching and qualifying information to create a viable pipeline of Trust and other high value prospects, matching these against funding opportunities.
5. Jointly with the line manager, have an active oversight of the Trusts & Statutory landscape, working to scan the environment and build ongoing relationships with Trusts, Foundations and government sources.
6. Develop and maintain strong relationships across Hospice UK, particularly with the Grants, Clinical and Policy & Advocacy programme teams, and quickly develop a strong understanding of the current, emerging and future work of the charity.
7. Provide accurate reports and business information to tight deadlines, working effectively with relevant colleagues as needed. This will include organising, attending and occasionally presenting at events/ meetings; ensuring attendees are fully briefed and prepared, and any actions are followed through.

8. Liaise with programme delivery staff to track restricted income and expenditure linked to current projects to ensure that activities have been carried out within the grant makers' criteria, and that funders promptly receive all agreed reports and updates.
9. Work with programme delivery staff to support the development of new and innovative project plans for funders that include outcome and impact measurements, to help secure funding and enable robust reporting back.
10. Develop own Trust fundraising work plan, ensuring it dovetails and supports the wider Major Giving team. Support the development of stewardship/ donor journey plans and systems for the team, particularly as they relate to the CRM database (ThankQ). Ensure accurate records of all funding approaches are maintained on the CRM database.
11. Support the preparation of quarterly forecasts, monthly reports and provide accurate, timely information as required to support the preparation of income and expenditure and return on investment reports.
12. Work with the Head of Major Giving to refine the charity's fundraising case for support and compelling fundraising and supporter engagement materials for a wide range of audiences; effectively communicating the charity's vision to internal and external audiences.
13. Ensure the most effective processes and procedures are in place to support the operational activity of the team and identify/ propose changes to improve performance as necessary.
14. To perform any other reasonable tasks as requested by the Head of Major Giving.

This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

Person Specification

E = essential D= desirable

Experience and knowledge

	Criteria	Assessment
E	Proven track record of raising significant funds (£50k+) from Trusts, Statutory and Grant making organisations. Personally applying and asking for grants, alone or with senior colleagues.	Application / interview
E	Experience of developing and writing compelling applications and cases for support, and managing a forward pipeline of project applications	Application / interview
E	Experience of successfully prospecting, cultivating and stewarding high level relationships in a systematic way.	Application / interview
E	Experience of using CRM databases to track and manage funder relationships.	Application / interview
E	Planning and delivering the highest quality supporter care and communications.	Application / interview
E	Proven ability to manage own workload to tight deadlines in a dynamic and flexible environment.	Application / interview
E	An understanding and knowledge of the Trusts, Grant making, and Statutory funding marketplace, and a desire to keep abreast of developments in the sector.	Application / interview
E	Experience of supporting the preparation of team/ departmental budgets.	Application / interview
D	Experience of developing key performance indicators and evaluation tools to underpin approaches.	Application / interview
E	Results driven and passionate, with an organised, systematic approach to tasks.	Application / interview
E	An excellent communicator in writing, face-to-face and over the phone.	Application / interview
E	An enthusiastic and helpful attitude; keen to solve problems and assist colleagues.	Application / interview

Skills and abilities

	Criteria	Assessment
E	A collaborative approach to high value fundraising and using influencing skills to engage colleagues on a range of projects and initiatives.	Interview
E	Able to interpret and present complex information in both written and verbal form for a range of proposal styles.	Interview
E	Outstanding written and oral skills, including preparation of flawless copy.	Application/ Interview

	Strong commitment to attention to detail and accuracy, with a proven ability to proofread and edit copy; maintaining high standards whilst working under pressure.	
E	Excellent communication skills with the power to persuade, motivate and inspire others whilst also delivering clear, concise messages.	Interview
E	Excellent inter-personal skills, with the ability to develop, foster and maintain a network of relationships, and to positively influence outcomes.	Application / Interview
E	Undertake detailed high quality research to efficiently identify funding opportunities. Strong research skills – able to translate research into valuable insight.	Application / Interview
E	Ability to identify problems and find practical and diplomatic solutions. Ability to manage individual targets and KPIs and contribute towards the delivery of team KPIs.	Application / interview
E	Ability to plan ahead, whilst also being flexible and reacting swiftly to changing needs, deadlines and situations. Ability to be a proactive self-starter and to use initiative to resolve problems and find solutions to improve results.	Application / interview
E	Able to act with tact, diplomacy and confidentiality and deal with sensitive issues. A credible and effective manner when representing Hospice UK.	Interview
E	A behavioural approach to mirror Hospice UK values: supportive, professional, collaborative, creative and confident.	Interview
E	Financially and IT literate. Confident with MS Office and Trust research tools.	Application / interview

Terms and Conditions of appointment

Contract	Permanent
Salary	£40,000 per annum
Probation period	The probationary period is six months.
Notice period	Two months
Work Pattern	Full time, 35 hours per week
Pension	Subject to eligibility you will be auto enrolled into our pension scheme which is at 4%. Further contributions can be made to the scheme and Hospice UK will match contributions of up to 7% of your gross salary.
Life Assurance	Provided upon start date at three times salary, subject to acceptance by our insurers
Simplyhealth Scheme	A cash plan scheme, which provides payments towards everyday healthcare treatments for example dental, optical etc. up to a policy limit. All employees will be covered under level three of the scheme.
Cycle to work scheme	Loaning of a cycle via a salary sacrifice scheme.
Season ticket loan	An interest free loan is provided
Holiday	<p>25 days per year, increasing to 27.5 days in the second year and 30 days in the third. In addition to this you will also have the 24 December off each year. The leave year runs from 1 January to 31 December.</p> <p>An additional 10 days of bonus leave is awarded with five years service. This is taken with 10 days from the normal leave entitlement to allow a full month's break.</p>
Location	The post holder will be contractually based at Hospice House, Britannia Street, London, WC1X 9JG. This role is eligible for the Hospice UK Hybrid Working Arrangement from the start of employment.