**Trusts relationships manager**

**Job Description & Person Specification**

Appointment: Trusts Relationships Manager

Responsible to: Head of Supporter Relationships

Hours of Work: 37 hours (Full Time) Flexible

Location: Risley, Derbyshire

Key Relationships: Departmental heads, departmental staff, volunteers, supporters, marketing team, major donors, charitable trust administrators

**Main Purpose of the Job**

The Trusts Relationships Manager’s job is to be the ‘go to’ person for trusts and grant making bodies who may support Treetops. They will generate income for Treetops by building strong and lasting relationships with existing and potential trust and grant giving organisation and their employees/commissioners, submitting strong applications to them and reporting back to them in an effective way.

**Role definition**

**Primary Responsibilities**

The post holder will:

* Develop, implement and continually evaluate the trust and grant application strategy to maximise potential income from both regular and new trusts and foundations
* Understand the organisational funding needs including core funding, projects, and capital expenditure
* Research potential trust funders (local, regional, national, and if appropriate international)
* Produce high quality trust applications – communicating Treetops’ funding needs in a clear, consistent way to potential trust funders through high quality funding applications, events and communications
* Help design and oversee effective processes for applications management and reporting
* Oversee the administration of grants and grant expenditure, with relevant clinical/project leaders, to ensure compliance with grant terms and conditions
* Work alongside the colleagues in the clinical team to contribute to work on the statutory funding income stream as and when required
* Use the charity’s database to manage all relationships (both individual and organisational), ensuring all records are kept up to date

**Communication and Relationships**

* Work closely with the colleagues in the clinical and facilities departments to identify funding projects, gather detail, develop analytics and improve processes
* Write project briefs and funding applications clearly and concisely to represent the funding request in line with a trust’s criteria
* Support clinical colleagues with work on the statutory funding income stream
* Build effective relationships with individuals (such as trustees, fundraising board members and volunteers etc.) in helping solicit support from charitable trusts and grant making bodies
* Develop strong, long-term relationships with trusts and foundations through regular telephone and face-to-face contact, communications, networking, written updates and other feedback as appropriate
* Work alongside Head of Community Relationships on the stewardship of

relationships with major donors

* Together with the Marketing Team and Digital Relationships Manager use media to promote grant giving, increase grant income and enhance public awareness of Treetops Hospice Care
* Participate in and contribute as appropriate to team meetings

**Decision-making and Problem-solving**

* Undertake data analysis to assess the performance of activity and apply the findings to influence future plans
* Prioritise the trust activities to generate most charitable income

**Training and Development**

* To keep up to date with new developments, legalities, codes of conduct and best practice within both trusts and the wider fundraising sector
* To take a proactive role in your own continual professional development

**Financial & Physical Resources Responsibility**

* Ensure income generation target are met

**Responsibility for Information**

* Respect confidentiality regarding all issues related to Treetops’ business
* Give strategic advice concerning trust fundraising activity
* Comply with GDPR and other legal and statutory requirements

**Working Conditions**

* As part of the Income Generation Team, may be required to work on evenings and at weekends for which time off in lieu will be granted
* Required to work longer working days on occasions

**Physical/Mental Effort**

Physical

* Able to drive using personal car (for which appropriate insurance at own cost must be obtained)
* Majority of day spent at a computer
* Occasional requirement for lifting display and promotional materials, e.g. when attending fundraising events

Mental

* Able to deal with vulnerable, distressed, anxious or difficult people in accordance with Treetops policies
* Frequently need to concentrate on a particular subject for 1 – 2 hours at a time, e.g. in meetings, when working on budgets or developing new fundraising initiatives
* Able to deal with a lot of interruptions and frequent switching between activities, meeting different people, taking calls, information requests, etc.

All employees are required to:

* Comply with health and safety policies, procedures and arrangements for safe working practices
* Promote a positive health and safety culture with safe working practice
* Participate in team meetings to keep up to date with health and safety information
* Discuss any concerns or issues arising from work activities
* Attend health and safety training as directed
* Report any significant risks or issues arising from risk assessments and comply with protective and preventative measures identified
* Ensure that buildings, equipment, goods, substances and vehicles are safely used, maintained and are not damaged
* Report to managers any faulty equipment, hazards or operational difficulties affecting safe systems of working, personal safety or well-being
* Record and report any accidents, incidents, near misses and significant events.
* Take care of their own safety and that of others

**Other**

This job description outlines the main functions and responsibilities of the post. The post holder may be required to undertake additional duties as required, commensurate with the level of the job.

**Review procedures**

There will be an annual review of the post and job contents.

**Key Performance Indicators**

Annual Key Performance Indicators will be defined by the Director of Income Generation and Marketing.

**TRUSTS relationships manager**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Degree qualification or equivalent * Demonstrable track record of successful trust fundraising or bid writing * Experience of researching projects * Knowledge and demonstrable experience of producing high quality written work * Ability to produce compelling and attractive applications and progress reports * Highly literate * Excellent head for figures * Demonstrable experience of managing projects and balancing multiple critical priorities * Success in delivering results against set targets * Knowledge of Funds Online or similar trust database * Skilled with Microsoft word and Excel * Well versed in the Code of Fundraising Practice | * Awareness of the work of Treetops * Knowledge of the wider charity environment and the hospice sector * Good understanding of other areas of fundraising * Understanding of statutory funding and the NHS landscape * Knowledge of Raisers Edge or similar CRM * Experience of project management * Experience of major donor stewardship * IoF Membership |
| **Communication and Relationships** | * Able to persuade, motivate and encourage * Excellent written and oral communication skills * Excellent networking skills, ability to develop strong relationships * Proactive, demonstrating a high level of initiative * Able to work as part of a team * Confident to challenge appropriately |  |
| **Decision Making and Problem Solving** | * Highly numerate with the ability to collate, analyse, understand and present financial information to a range of audiences * The ability to understand and investigate complex information to simplify and present it to a range of audiences | * Able to schedule work against the charity’s priorities and return on investment, advising colleagues accordingly |
| **Responsibility for Information** | * Able to handle sensitive information appropriately |  |
| **Working Conditions** | * Prepared to work, on occasions, on weekends and evenings |  |
| **Physical/**  **Mental Effort** | * Able to sit at computer for long periods * Insured for, and able to use own car for business use (when required to use own car for work) * Able to deal with vulnerable and distressed people |  |