

JOB DESCRIPTION

Job Title:	Relationship Manager Trusts & Grants
Department:	Fundraising
Reports to:	Head of Relationship Fundraising
Location:	Garden House Hospice Care
Hours:	30 hours per week

Job Summary

To work as part of the Income Generation Team under the direction of the Head of Relationship Fundraising, leading the Trusts and Grants strategy to grow income and develop and strengthen relationships.

We seek a highly motivated and results-driven individual with excellent written communication skills and the proven ability to build and nurture strong relationships with funders.

Identifying, cultivating, and stewarding relationships with potential and existing donors. Developing and maintaining a robust pipeline of supporters to ensure sustainable income growth

Main Duties and Responsibilities

The post holder will be responsible for:

- 1.1 Meeting or exceeding the Trusts and Grants income target within the agreed expenditure.
- 1.2 Planning, preparing and submitting high quality reports and applications to Trusts and Foundations and submitting these in a timely manner.
- 1.3 Liaising with members of the Senior Leadership Team to identify and prioritise services and projects requiring funding in advance of each new financial year.
- 1.4 Delivering exceptional account management to maintain our current donor base and, where possible, increase support from these donors.
- 1.5 Regularly researching Trusts and Foundations to continually add to the new funder pipeline.
- 1.6 Providing information and reports for the CEO, Board of Trustees, Executive Board and other internal stakeholders as appropriate.
- 1.7 In liaison with Head of Relationship Fundraising, setting and regularly monitoring income and expenditure budgets to ensure targets are met and suggesting remedial action in a timely manner where necessary.
- 1.8 Ensure all national and global fundraising and charitable activities and initiatives are observed and implemented at a local level where relevant.

- 1.9 Ensuring that all third party supporters comply with all appropriate fundraising legislation and GHHC branding.
- 1.10 Ensuring Donorflex is utilised as requested by the Head of Supporter Care and all communications are accurate and timely.
- 1.11 Contributing to the production of the GHHC Newsletter, 'Open House' by generating articles as appropriate.
- 1.12 Maintaining effective and open communication with all members of the Fundraising Team, to maximise fundraising opportunities.
- 1.13 Working outside of core hours to provide delivery and execution as and when required to deliver events and also maintain excellent relationships and encourage their continued support.
- 1.14 Ensure all records are held in compliance with GDPR, the Garden House Hospice Care Information Governance policy and the Institute of Fundraising policies.
- 1.15 Attending regular fundraising team meetings and actively contributing to the development of new fundraising ideas.
- 1.16 Undertaking other administrative and general duties as requested by the Fundraising Leadership Team.

Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Caring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

Accountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Excellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

General duties

- To always comply with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
- To always comply with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise



infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

"team" refers to all members of staff including volunteers

Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualification	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Trusts and Foundations fundraising qualification (Chartered Institute of Fundraising or equivalent).
Experience & Knowledge	<ul style="list-style-type: none"> Proven track record of securing income from trusts and foundations. Experience in writing compelling and successful funding applications. Experience of analysing budgets and financial data to support funding proposals. Experience of working with a CRM data base. 	<ul style="list-style-type: none"> A detailed understanding of the wider funding environment and changing trends in the sector.
Skills & Abilities	<ul style="list-style-type: none"> Ability to build and develop relationships with a range of stakeholders. Exceptional written and verbal communication skills. Excellent IT skills including Microsoft Office (Excel, Word, Teams). A proactive and collaborative mindset. Excellent attention to detail and organisational skills. 	<ul style="list-style-type: none"> Presentation skills and confidence to present the charities work to key audiences.

Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.