



Children's Hospices Across Scotland

JOB DESCRIPTION – COMMUNITY FUNDRAISING DEVELOPMENT MANAGER

Job Details

Job Title – **Community Fundraising
Development Manager**

Responsible to – **Head of Community
Fundraising**

Job Family – **Manager – Non Hospice**

Location – **Edinburgh/Glasgow/Kinross**

Salary – **CHAS Band 7A**

Job Purpose

Working within the culture, ethos and philosophy of CHAS, to lead the development of the Community Fundraising Team (CFT) and its activities Manage fundraising resources and contribute to the overall fundraising strategy development to ensure fundraising opportunities are maximised.

Main Tasks

- Maximising Income Generation
- Team Development
- Practice Development
- Resource Management
- Strategy Development
- Administration

Job Activities

Maximising Income Generation

- In line with the Community Fundraising Strategy, and with input from the regional team, writes the annual development plan
- In consultation with the Head of Community Fundraising, regularly reviews income from multiple community income streams and uses this to inform decision making about current and future fundraising activity
- Regularly present complex fundraising information to large groups including, existing and potential supporters, where the support is from any community income stream, and sometimes other income streams as required

Team Management and Development

- Responsible for the supervision of and delegation within a team of staff and volunteers, ensuring that individual skills are utilised appropriately and organisational standards are maintained

- Through the Community Fundraising Managers Team (CFMT), contribute to the development and maintenance of effective support mechanisms for staff and volunteers, ensuring full and effective integration into the CFT, enabling organisational standards to be maintained
- Through the CFMT, contribute to the analysis of staff and volunteer training needs, ensuring appropriate development opportunities are identified and that staff and volunteers have the required knowledge to enable organisational standards to be maintained
- Responsible for managing and conducting staff review and development meetings, identifying areas for development and ensuring the maximum contribution towards organisational goals

Practice Development

- Through the CFMT, contribute to the development and improvement in fundraising practice, ensuring the CFT delivers to the highest professional standard and complies with all relevant legislation, regulation, codes of practice and CHAS requirements
- Actively participate in all community fundraising activities, ensuring opportunities for revenue generation are maximised
- In-line with the PR protocol, actively work to promote CHAS through liaison with the local press and media, maximising opportunities for revenue generation

Resource Management

- Through the CFMT, contribute to the analysis and development of staff and resources within the wider Fundraising and Communications Team ensuring the effective delivery of fundraising activities
- Manage the recruitment and selection of all staff and volunteers to the Community Fundraising Team, in accordance with CHAS's recruitment and selection policy and procedures
- Manage staff and resources within the CFT, ensuring the effective delivery of fundraising activities
- Contributes to the development and management of the expenditure budgets for the CFT by providing information on actual and projected regional income and expenditure
- Consider the impact on CHAS resources when planning fundraising activities, liaising with relevant departments to ensure the effective delivery of these activities whilst maintaining the organisational standard of service delivery
- Manage the financial procedures for the fundraising office including, being an authorised signatory for the banking of monies, dealing with cash, handling donations and dealing with staff and volunteer expenses

Strategy Development

- Through the Community Fundraising Managers Team, contribute to the development and review of the CHAS Community Fundraising Strategy, and CHAS Plan, ensuring clear direction for the Fundraising and Communication Team, enabling targets to be met and organisational standards to be maintained
- Through the CFMT contribute to the setting of objectives for the Community Fundraising Team, ensuring these are tangible with overall fundraising strategy
- Lead the Community Fundraising Team in the development of the annual fundraising budget and the annual review of the community fundraising strategy, ensuring the team are fully aware of their individual roles and contributions, and allowing input towards service improvement

- In conjunction with the Head of Community Fundraising, monitor, evaluate and review the CFT's progress against objectives, ensuring constant progress towards delivery and service improvement

Administration / Other

- Support the Head of Fundraising Operations with the supervision of data input, maintenance and extraction of data from the fundraising database (Raiser's Edge), ensuring data is accurate, fit for purpose and practice is compliant with legislation and CHAS standards
- In-line with relevant legislation and CHAS financial procedures, maintain the systems of management when dealing with and receiving supporter donations, ensuring these are accurately recorded
- Job activities relating to safety, such as conducting risk assessments, undertaking inspections and auditing, reporting and investigating accidents and incidents

Health and Safety

- Responsible for coaching staff, adhering to and monitoring compliance with the CHAS Health and Safety Management Policy and associated procedures and co-operating with CHAS in complying with its legal duties
- Act as the Site Responsible Person and take control should an event occur that requires immediate safety attention
- With support from the Facilities Manager, responsible for the operational management of the site including maintenance plans, premises risk management, site security and unplanned works

Information Governance

- Responsible for coaching staff, adhering to and monitoring compliance with the CHAS Information Governance Policy and associated procedures and co-operating with CHAS in complying with its legal duties

Volunteer Engagement

- Recruit and manage a team of volunteers, including providing training, day-to-day support, planned supervision and ensuring the volunteers deliver a quality service and feel valued

Risk Management

- The post holder is responsible for the monitoring and prevention of operational day to day business risks arising within their area of responsibility, ensuring that the appropriate risk register is maintained and reported in line with the organisation's framework for Risk Management

Dimensions

- Line management responsibility for the community fundraisers
- Devolved management responsibility for a team of volunteers
- Holds a delegated budget and is responsible for the development and management of the Community Fundraising Team's expenditure
- Frequently responsible for handling incoming donations
- As a member of the Community Fundraising Management Team, contributes to the review of CHAS's community fundraising strategy, business plan

Decisions and Communications

Decisions

- Works with a high degree of autonomy within the agreed management structure of CHAS and the Institute of Fundraising Guidelines
- Makes day-to-day and longer-term decisions regarding the monitoring and controlling of the Community Fundraising Team's budget
- On a day-to-day basis, directly manages the work of the community fundraising team, ensuring individual skills are utilised appropriately and that organisational standards are maintained
- On a day-to-day basis, oversees the devolved management of work for the volunteers, ensuring individual skills are utilised appropriately and that organisational standards are maintained

Communications

- Initiate and maintain effective communication systems for staff and volunteers, ensuring changes to practice and approach are shared in an appropriate format, and enable organisational standards to be maintained
- Communicates highly complex information about the community fundraising function to the Director of Development and Communications, the Head of Community Fundraising, the Community Fundraising Team members, the Chief Executive, the Senior Management Team, the CHAS Board, existing and potential supporters, the media and sector, professional and umbrella bodies



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PERSON SPECIFICATION - COMMUNITY FUNDRAISING DEVELOPMENT MANAGER

Education, Qualifications, and Training

Essential

- Degree qualified or equivalent level of experience

Desirable

- Certificate of Fundraising Management or equivalent professional qualification

Method of Assessment – Application Form

Skills, Abilities, and Knowledge

Essential

- Highly developed organisational skills
- Strong IT skills with a working knowledge of Microsoft Office or XP
- Advanced level of communication and inter-personal skills – ability to represent the interests of the hospice at all levels and influence internal and external contacts positively
- A commitment to team working, where there is a requirement to develop and sustain working s with all levels of staff and volunteers within the organisation
- Evidence of a high level of theoretical knowledge and understanding of fundraising
- Evidence of a high level of knowledge of the Third sector within Scotland

Desirable

- Knowledge and experience of budgetary preparation and expenditure control

Method of Assessment – Application Form and Interview

Experience

Essential

- Experience of formulating and implementing departmental and organisational business plans
- Experience of leading projects within an organisation
- Relevant experience of income generation within the fundraising sector and evidence of a high level of knowledge of the legislative and regulatory framework, for fundraising within Scotland
- Demonstrable experience of developing and sustaining effective internal and external working relationships, including individuals, organisations and networks
- Relevant experience of managing volunteers within a volunteer-supported community fundraising environment

Desirable

- Experience of managing the human, physical and financial resources of a multi-disciplinary team

Method of Assessment – Application Form and Interview

Personal Qualities

Essential

- Acts with integrity
- Works co-operatively with colleagues to improve service
- Forms meaningful relationships with others
- Demonstrates initiative and acts with effectiveness
- Accountable for own actions and decisions
- Commitment to ongoing learning and development
- Commitment to CHAS core value, vision and purpose
- Commitment to working with/supporting volunteers
- Professional attitude to work
- Views change as a natural, positive and a continuing process
- Commitment to continuous professional development

Desirable

- Motivated to work within speciality

Method of Assessment – Interview

Other Requirements

Essential

- Full driving licence and access to a car for travelling between sites or to events

Desirable

- None

Method of Assessment – Application Form and Interview