



Job Description

Senior Relationships Manager

For 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness, and that there is no 'one size fits all' approach to supporting people towards more positive and stable futures. That's why all our work is values-led and relationships-based.

We meet people where they are, and support them towards where they want to be.

Cyrenians has developed a strong reputation for empowering its people and its continuous commitment to learning and development. This role is a pivotal role in the organisation with substantial exposure to and trust of the Leadership Team and Board of Trustees.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

Compassion: We believe that everyone should have the chance to change, no matter how long that might take.

Respect: We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

Integrity: We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

Innovation: We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

1 General

You will be a skilled communicator with significant experience in strategic planning, fundraising, line management and with a deep understanding of cause related marketing.

Responsible for the long-term sustainability of the charity through partnerships, fundraising, statutory grants, trusts and foundations, you will lead the Relationships Team which includes the fundraising, marketing and

communications functions of the Charity, in support of our work to tackle homelessness.

You will share and uphold Cyrenians values and believe in the work we do.

2 Main Aims

To lead the Relationships Team to achieve unrestricted income targets and increase the number of people who support our work.

To support the organisations strategic vision and planning as part of the Senior Managers Team.

To support restricted income generation across the organisation through partnership building and funding development.

3 Tasks and Responsibilities

Strategy and Management

Support Strategic Development of our 5 year plan by sustaining income and building impactful and effective relationships with new sources of support

- You will work with the Leadership Team to ensure effective stakeholder relationships are nurtured to their full potential
- You will lead the development of an organisational funding strategy to sustain resilient and robust income streams for all of our work
- You will take responsibility for unrestricted income meeting financial and organisational objectives, targets and KPIs
- You will lead a resilient and effective relationships team through regular support and supervision, the encouragement of learning and development opportunities and by managing any staff in line with HR policies and organisational learning and development.
- You will support Cyrenians to make best use of supporter data in order to measure the impact of work we do and translate that into ways we can improve and increase our relationships

Fundraising

Ensure the effectiveness of our central fundraising in order for us to meet our targets

- You will provide effective, inspiring and motivating management of the fundraising team.
- Under your leadership Cyrenians will grow our unrestricted income from individuals including through personal donations, regular giving and planned giving.

- Under your leadership Cyrenians will grow our unrestricted income from corporate supporters through charity partnerships, engagement and events
- You will horizon scan and build a strategy which will see a calendar of fundraising appeals and events, ensuring a planned return on any investment
- You will ensure Cyrenians is held to account for the standards of our fundraising and measure progress against the Fundraising Promise
- You will support increased restricted income across the organisation by building relationships, overseeing funding research and development and the making of organisation-wide grant applications

Marketing & Communications

Increase the effectiveness of our internal & external marketing and communications in order for us to meet our targets

- You will provide effective, inspiring and motivating management of the Marketing Manager and Communications Team.
- You will ensure our internal & external communications reflect our values, ethos, environmental concerns and sense of purpose and have the voice of lived experience at the heart of our communications.
- You will build trust in order to develop an organisation of effective storytellers who can increase awareness of our work, by improving cross-service support to improve sharing these stories.
- You will oversee our Ambassadors programme to increase support for our work through high profile individuals who share our values and can extend our reach.

General

- Adhere to all Cyrenians policies and procedures; in particular to adhere to and promote good practice regarding i) volunteers ii) confidentiality; iii) Health & Safety of self, colleagues, volunteers and service users; and iv) equality of opportunity.
- Undertake any other duties that may reasonably be expected to fulfil the role.

4 Person Specification

Knowledge and Experience Experience in devising strategic plans, thinking cross organisationally and the ability to evidence strategic thinking that changed outcomes	Essential
At least 5 years senior level fundraising and communications experience	Essential
Demonstrable achievements in delivering ambitious fundraising initiatives and targets	Essential

Experience of delivering against income targets across fundraising streams including community, events, individuals and trusts.	Essential
Experience of financial management and budgetary control	Essential
Experience of leading, motivating, managing and developing high performing teams and supporting professional development	Essential
Experience in taking part in cross organisational initiatives such as D&I/Sustainability/. Working as part of/leading a team to deliver a strategic plan/goal	Essential
Established network and connections in funding/funders	Desirable
Skills	
Excellent organisational abilities	Essential
Engaging storytelling, presentation and public speaking skills for events and training	Essential
Excellent interpersonal skills for developing and managing high quality relationships with partners including corporates, charitable trusts and foundations	Essential
Knowledge of legislation, regulations and financial issues relating to fundraising and IOF Code of Practice	Essential
Ability to manage multiple tasks at once	Essential
Ability to work under pressure and to deadlines	Essential
Ability to set and work within budgets	Essential
Patient and respectful of all people, whatever their background or presenting behaviour	Essential
Positive thinker and creative problem solver	Essential
The ability to delegate and empower staff	Essential
Attributes	
Enthusiasm, Energy and values-led	Essential
Creative approach to tasks and problem solving	Essential
Appreciation for impact of Cyrenians work and values and desire to work in Third Sector	Essential
Qualifications	
Degree level education or equivalent professional qualification	Desirable
Member of Institute of Fundraising	Desirable
Circumstances	
Able to work flexible hours in line with the requirements of the post, very occasionally travelling and staying overnight for work events.	Essential

5 Terms & Conditions

Employer: Cyrenians
Accountability: Cyrenians Board of Trustees (via the Chief Executive of Cyrenians)

<u>Line Manager:</u>	Director of Commercial and Trading Services
<u>Reporting:</u>	Report against work plan at regular support and supervision meetings. Monitor and report against annual funding plan.
<u>Liaison with:</u>	Across organisation and external supporters
<u>Workplace:</u>	Office based (Norton Park) WFH presently in some capacity with travel across central Scotland as required
<u>Working Hours:</u>	37 hours per week which may include occasional evening and weekend work
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£39,219 - £44,251 (scale points 40 to 45)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	Not required

5 Application deadline and Interview dates

<u>Closing date:</u>	20 th September 2021
<u>Interview date(s):</u>	23, 24 or 27 September
<u>Second stage interview:</u>	Date TBC

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.