

Philanthropy Officer - Role profile

Location	Home-based	Department	Supporter and Community Partnerships
Reports to (Job Title)	Senior Philanthropy Officer	Salary Band	D
Matrix manager (if applicable)	Click here to enter text.	Competency level	2

Role definition

Role purpose

This role sits within the Philanthropy Team, a dedicated fundraising team comprising of both major and mid-value donor programmes. This role will be responsible for developing, nurturing and supporting relationship existing and potential major donors.

You will help our donors to make a transformative impact on poverty and injustice by providing them with the very best supporter experience and relationship management. You will focus on effective research, planning, engagement, stewardship and on securing 5- and 6-figure+ gifts. You will effectively manage a portfolio of High Value donors giving or with the potential to give at least £10,000 a year, up to 6-figure+ gifts, developing positive, successful, and long-term relationships.

You will bring your skills, knowledge and experience of working with donors and relevant audiences, to develop strategic external networking opportunities and use a variety of communications including face-to-face meetings to develop trust with donors and secure income for our work. You will work with relevant staff to write funding proposals and reports based on donors' and prospects' motivations and interests, and match these with priority areas of work. You will also take responsibility for managing other fundraising initiatives, including delivery of events.

Key outcomes

- Develop genuine strategic, two-way, face-to-face relationships with High Value donors who have the capacity to give at least £10k+ per annum, asking them at the right time for high level financial support and providing them with the highest level of stewardship.
- Develop supporter journeys that are aligned and responsive to the requirements of individual donors.
- Maintain a balanced portfolio of potential donors at each stage of pipeline development based on regular review in order to deliver income targets most effectively.
- Lead, develop and implement prospecting development activity within your area of responsibility, consistent with the systematic growth of your networks and their reach.
- Develop appropriate donor solicitation plans, supported by research, to develop accurate understanding of individuals being approached for support.
- Build successful relationships with donors through using a range of creative communications that suit the donor preferences. This could be a combination of written reports, face-to-face presentations, skype meetings with programme staff and other methods – all with the aim of informing and strengthening the donors' understanding and support of Christian Aid's work.

- Develop productive working relationships with key staff in the International Division and across the organisation to develop quality funding proposals and reports that inspire donors to support priority areas of work and be impressed by the impact their giving makes.
- Keep abreast of philanthropy trends in the UK and globally, to deliver a rich and well-informed donor experience.
- Maintain and record accurate, timely and GDPR-compliant information on donor engagement activities through Christian Aid's CRM system.

Role agility

Expected travel per annum Up to 20 days

On call/unsocial hours Yes, in event of Christian Aid response to humanitarian emergency.

Surge capacity for emergency responses

 No

In order to respond to ever changing demands within the environment, Christian Aid operates within an agile framework (both in workforce and operational) that requires from all employees a high level of responsiveness and adaptiveness to processes and structures, making flexibility and a project-based working approach the norm. To sustain this system, managers may/will agree further details of specific tasks and duties as part of performance agreements. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility, and employees may be required to change the focus of their role from time to time.

In particular, our aim is to operate in an effective and integrated way between the mid-value and major donor programmes, and to adopt a one-team approach. As such, you may be asked to support occasional, ad-hoc activity within the mid-value programme, to help this programme continue to go from strength to strength.

Role context

The Philanthropy Officer is a member of the Philanthropy Team. The Philanthropy team consists of a Philanthropy Manager who provides overall oversight and leadership of the Philanthropy programme which manages relationships with major donors and mid-value donors. Reporting into the Philanthropy Manager are two senior officers - a Senior Philanthropy Officer (who provides day-to-day management of the major donor programme and manages three officer posts) and a Senior Philanthropy Engagement Officer (who manages the mid-value programme, including an officer post).

The Philanthropy Team is part of the wider Philanthropy and Partnerships Team (P&P), in the Fundraising and Supporter Engagement Division (FSE) which focuses on building lasting relationships with high net-worth individuals and other highly engaged individual supporters, trusts and foundations and the private sector. The post-holder will be expected to establish excellent working relationships across P&P and FSE.

Role requirements

Relationships

External Leads on relationship management with High Value donors and represents Christian Aid at regular donor meetings and networking events. Creates and builds on networking opportunities to establish new connections, develops relationships with key influencers who can refer new potential donors to CA.

Internal The Philanthropy Officer works with a wide range of colleagues including Communications, Programmatic and Humanitarian teams. The post holder will be well-networked internally in order to identify and introduce key staff to donors and potential donors, to add value to the donor journey and enhance their experience of giving.

Decision making

Responsible for proactively developing own portfolio of donor relationships, reaching agreed financial targets, KPIs, developing donor solicitation plans and new prospect relationships to generate a strong portfolio of supporters.

Analytical skills

Monitoring and analysis of own portfolio income targets and KPI performance. Responsible for recording correct donor engagement activity and financial information. Evaluation of activity to determine reasons for over or under-performance. Creative analytical skills to identify new or enhanced opportunities with donors.

Developing self and others

Number of Direct reports

None

Overall people management responsibility

None

The post holder is responsible for their own work, driving forward their donor portfolio and creating opportunities that match the interests and motivations of donors with Christian Aid's priority areas of work.

Role related checks

Child protection clearance Basic **Counter terrorism screening** Required

Person specification

Applied skills/knowledge and expertise

Essential

- Track record of successful major donor fundraising or in a related relationship fundraising area
- Demonstrable knowledge of and interest in international development
- Experience of excellent relationship-building and account management with high net worth individuals to maximise their involvement, support and to confidently secure gifts.
- Experience of securing significant five or six figure gifts
- Understanding of and ability in developing long-term donor plans, and knowledge of outstanding stewardship.

- Ability to generate and communicate persuasive materials on specific subjects, themes, projects or initiatives.
- Strong written and communication skills.
- Relevant experience in responding appropriately and efficiently to the requirements and demands of donors and funders, with the ability to handle and respond positively to pressure.
- Confident socially and intuitive in understanding individuals' needs, motivations and in reaching out to develop new and existing relationships, including the ability to engage confidently with individuals who have strong faith based motivators for their support
- Experience of public speaking and presentations to senior figures from various sectors of society.
- Ability to work positively and collaboratively within a team.
- Knowledge and experience of organising fundraising events or similar project management experience.

Desirable

- Experience of working in large and complex organisations.
Educated to degree level or equivalent
Knowledge of Microsoft Dynamics or another CRM system for donor management
Understanding of the intersection of faith and philanthropy

Digital/IT competencies required

Word, Excel, PowerPoint	Intermediate	Web content design & development	Basic
Internet based collaboration tools and video calling	Basic	Social Media	Basic
Data Visualisation	Basic		