

Refugee Council job description



TEAM:	Trusts and Statutory Team
GROUP:	Income Generation Directorate
LOCATION:	Stratford, London
REPORTS	Trusts and Statutory Manager
TO: GRADE:	6
HOURS:	35

Context and Purpose of the Job

The Organisation

The British Refugee Council is proud to be part of a strong and vibrant movement that seeks to make Britain a safe haven for refugees. For 67 years we have welcomed those who have lost everything after being forced to flee from their homes. We deliver wide-ranging support services across the UK that empower refugees to improve their quality of life, and champion a fair and effective asylum system for the benefit of all.

Our specialist services include crisis interventions to tackle destitution and homelessness, pre-employment training for people entering the UK job market, and dedicated therapeutic support. Last year, we helped 8,642 people seeking safety in the UK to thrive not just survive

Underpinning our direct service delivery is a respected advocacy programme. We draw on the evidence and the insight gained through helping individual asylum seekers and refugees and use it to lobby and campaign for the structural and systemic changes that will ensure a fair and humane asylum and refugee system for all.

For more information, visit www.refugeecouncil.org.uk

Income Generation

The Income Generation team is responsible for securing income to support the organisation's charitable objectives and is also responsible for promoting the organisation to, and communicating with, a range of external stakeholders. Our work includes fundraising from a range of donors including individuals, trusts and foundations, statutory sources and major donors. The Trust and Statutory team is one of three teams within the Income Generation department working alongside a Donor Development team and Key Relationships team.

You can apply for this job [via Bamboo Fundraising Recruitment](#)

Registered charity no. 1014576 Registered company no. 2727514 Registered address: 1-11 Broadway, London E15 4BQ



Purpose

The main purpose of the role is to manage our existing portfolio of trust, foundation and Lottery accounts giving £25K+, while simultaneously identifying, researching and developing tailored proposals for new prospects.

Our ideal candidate will have first-class bid writing skills, an ability to manage multiple competing responsibilities simultaneously, and strong interpersonal skills which allow them to rapidly build effective and collaborative working relationships both internally and externally.

With the full support of the Trust & Statutory Manager, the postholder will work both independently and as part of a small team of three.

The key responsibilities of the role will be to:

- meet and exceed personal income targets by securing donations/ grants from both existing and new trust and foundation accounts
- write clear, concise and compelling proposals
- deliver exceptional account management, encompassing written progress reports and in-person stewardship, for a portfolio of medium-to-high value existing funders
- Maintain and build excellent relationships both internally and externally
- Be a collaborative member of the Trust and Statutory team, adapting your workplan as necessary to support the priorities of the team

Main Duties and Responsibilities

1. Income generation

- 1.1 Prepare high-quality written proposals and applications worth £25K+ for both existing and new funding prospects, which are tailored to funder criteria and in-line with the Refugee Council's strategic objectives
- 1.2 Work collaboratively with staff across the organisation to secure the information needed to produce compelling cases for support including accurate service information, statistics and case studies
- 1.3 Lead on in-person visits and interviews conducted by funders as part of the assessment process as required

2. Account management and stewardship

- 2.1 Ensure all funders are appropriately thanked and grant terms and conditions acknowledged, recorded and met
- 2.2 Prepare and submit accurate, informative written progress reports for funders in line with requirements and deadlines, including liaising with operational staff to collect the required information
- 2.3 Maintain positive and strategic relationships with funders through a relationship-based approach to fundraising, including hosting project visits and meetings

3. Prospect Research

- 3.1 Participate in the delivery of a methodical prospect research programme to create and maintain a pipeline of sufficient value to meet annual income targets
- 3.2 Independently assess medium-to-large/ complex grant funding opportunities against organisational requirements to determine fit

4. External Relationships

- 4.1 Develop and manage positive and strategic relationships with funders through a combination of regular telephone contact, face-to-face meetings, motivational proposals, informative reports and cultivation events.
- 4.2 Maintain an up-to-date knowledge of developments in the sector and funding opportunities that relate to charitable trusts and statutory sources.

5. Internal Relationships

- 5.1 Develop collaborative, effective and supportive relationships with staff at all levels of seniority across the charity in order to develop compelling funding propositions and accurate, informative reports
- 5.2 Facilitate colleagues to come to appropriate decisions about funding opportunities through the provision of accurate and timely information about benefits and risks
- 5.3 Keep up to date with the Refugee Council's current and future work to identify and package up the most appropriate areas of the charity's work, translating them into relevant, professional and compelling funding proposals to trusts and foundations.

6. Team and Database

- 6.1 Produce accurate and timely reporting on progress against personal work plan and target to the Manager, identifying challenges and communicating potential solutions in a proactive and timely manner
- 6.2 Maintain accurate and up-to-date database, electronic and paper records on donors and grants including contact history, forthcoming actions and accurate financial recording
- 6.3 Support the development of a high performing team through informative communication and flexibly taking on appropriate tasks as needed.
- 6.4 Support the Manager to deliver strategic initiatives to improve team performance and provide oversight in relation to the junior Officer's workload when requested

Additional Information

Health & Safety

The post holder is responsible for:

Cooperating with the Refugee Council in delivering all legal responsibilities in respect of your own and your colleagues, volunteers, clients and others health and safety whilst at work.

Becoming familiar with the Refugee Council's Health & Safety Policy and procedures including evacuation procedures at your workplace.

Carrying out risk assessments of your own work and especially of your own workstation to ensure that you do not expose yourself or others to unnecessary risk.

Flexibility

In order to deliver services effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties will, however, fall within the scope of the job, at the appropriate grade. The job description will be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Equal Opportunities Statement

As part of its recruitment policy, the Refugee Council intends to ensure that no prospective or actual employee is discriminated against on the basis of race, sex, nationality, marital status, sexual orientation, employment status, class, disability, age, religious belief or political persuasion, or is disadvantaged by any condition or requirement which is not demonstrably justifiable.

Working at the Refugee Council

A commitment to the work of the Refugee Council.

Refugee Council

person specification



JOB TITLE: Senior Trusts and Statutory Officer

Experience

Essential

1. Demonstrable experience of securing five to six figure grants from trust, Lottery and/ or statutory sources, with requisite experience in developing compelling cases for support that meet the requirements of complex funders
2. Experience of managing a large portfolio of active grants and producing timely, high-quality reports that meet funder deadlines and requirements
3. Experience of developing and maintaining professional and effective relationships with external contacts at grant giving bodies to maintain and grow long-term funding relationships
4. Experience of delivering a methodical prospect research programme to identify new funding opportunities and cultivate new relationships
5. Experience of using a fundraising database to record and monitor data for the purposes of delivering and evaluating fundraising activities.
6. A proven track record in meeting income targets within a defined timescale including the ability to independently monitor progress against personal income targets, identifying challenges and solutions for timely communication to senior staff

Desirable

7. Experience of convening and co-ordinating proposal development project teams and securing the in-put of colleagues from a range of roles, to create strong, robust proposals for funders, including in response to complex, detailed calls for proposals
8. Experience of overseeing the work of junior colleagues and/ or volunteers, supporting them to overcome day-to-day challenges with tasks and monitoring progress against achieving key objectives and deadlines

Knowledge, Skills and Abilities

Essential

1. Excellent written communication skills, including the ability to present complex information in a concise, creative and compelling manner to non-specialists
2. Ability to identify key messages from large amounts of complex information
3. Excellent organisation skills with the ability to effectively manage a demanding workload with multiple deadlines and competing priorities
4. High level of numerical and analytical skills to engage with project and Trust and Statutory team budgets and funding targets
5. Excellent account management and interpersonal skills, with the ability to build positive and productive external and internal relationships from assistant to senior executive level
6. Ability to work independently with minimal supervision as well as work productively as part of a team
7. Ability to use IT, Excel and Customer Relationship management (CRM) databases to maintain accurate records.
8. Commitment to the Refugee Council's values, work and support of refugees.
9. A commitment to equal opportunities and human rights.

Desirable

10. A knowledge of and interest in issues affecting refugees and asylum seekers.
11. An understanding of fundraising issues impacting trust and statutory impact grant size or giving decisions, as well as the wider charity sector and funding climate.

March 2019