

JOB DESCRIPTION

Job Title	Trusts manager
Department	Fundraising
Reporting to	Head of philanthropic partnerships
Reports to you	None
Hours of Work	Part-time - 22.5 hours per week not including breaks
Date	April 2021

The Royal Free Charity

The Royal Free Charity (RFC) and the Royal Free London NHS Foundation Trust (RFL) work in partnership every day because together we can do what the NHS cannot achieve alone.

The Royal Free London is one of the UK's biggest trusts, our 10,000 staff delivering care to more than 1.6 million patients each year in three hospitals and a range of other sites across north London and beyond. It combines globally recognised clinical expertise with local and friendly hospital care to represent the best in NHS treatment. Its hospitals are renowned for specialist services and lead care in several areas, including immunology, liver transplant, kidney and bone marrow transplant, infectious diseases, cancer treatment, plastic surgery and ENT surgery.

The Royal Free Hospital is a major neuroscience base with a network extending throughout north London and into the south east of England. It runs internationally important clinical research and training programmes and its hospitals conduct medical research, some with an international reputation. The Royal Free London is a leading trust for the training of doctors, nurses, midwives, and professions allied to medicine.

The role of the Royal Free Charity is to support the trust staff at all levels by investing in services for staff and in the physical and technical infrastructure of our hospitals, helping make care safer, more efficient, more effective, and closer to home. It also funds life-saving and life-changing research aimed at finding cures and new treatments for diseases like type 1 diabetes, cancer and organ rejection following transplantation.

Patient support: Every patient is unique, with their own mix of concerns and considerations. We aim to provide services and support to reduce anxiety and make the experience the best it can be.

Major projects: We work with partners to develop research centres that provide innovative solutions to health conditions that affect a significant number of the population.

Hospital staff support: Those who care for others must be well supported themselves. We clear the path ahead for our hospital colleagues so they can go further, faster for patients.

The generosity of our donors, fundraisers and volunteers enables us to do this.

The charity, which employs about 70 people, is working towards becoming an employer of choice.

Fundraising Department: The aim of the Fundraising Department is to generate income from new and existing supporters, whilst giving our supporters the best experience possible. Our fundraising directorate is split into three main areas, individual giving, community fundraising and philanthropic partnerships.

Trusts manager

Job Purpose

To deliver income from charitable trusts according to targets and RFC supporter care principles.

Key Responsibilities

- To maximise engagement with charitable trusts, foundations and statutory bodies by account managing a portfolio of £10k-£100k donors to deliver income according to targets.
- To deliver high quality proposals for own portfolio, and additionally to provide ad hoc support for the Head of philanthropic partnerships and Exec director of income generation to enable them to account manage higher value trusts, foundations, and statutory bodies at all levels.
- To maintain ongoing engagement plans for priority donors and prepare internal briefing notes, prospect research and other documents to equip colleagues to engage with donors effectively and build meaningful relationships.
- To ensure donor reporting is carried out according to individual requirements.
- To work with the comms team to develop a suite of tailored quotes and case studies for use in proposals and trust reports.
- To contribute to the development of our organisational tone of voice and ensure all work is in line with the brand.
- To work with a designer to create and maintain branded templates for proposals and reports.
- To develop a targeted list of trusts prospects with the potential to give up to £100,000 to approach and develop plans for reaching and engaging them.
- To support the Head of Philanthropic Partnerships with budget development, monitoring and reporting.
- To contribute to ongoing team strategy development.
- To build relationships across the Royal Free London to enable own work and engage with internal and external stakeholders to identify opportunities.
- To deputise for the Head of Philanthropic Partnerships as appropriate.
- To keep abreast of fundraising sector trends and how they can be applied to our work.
- To undertake any other tasks commensurate with the role.

The objectives of the post are:

- To support the strategic direction and lead the operational delivery of the trusts programme
- Develop plans to grow income
- To focus on developing long-term relationships from trust supporters to solicit multi-year gifts

Key Relationships

- RFC trust supporters
- Fundraising team
- Communications & engagement team
- Grants & services team
- RFL colleagues
- External suppliers
- Supporters

General – We expect you to: -

- Be highly motivated and self-initiated with a non-judgemental approach
- Have a:
 - strong affinity with the charity mission and ethos
 - positive professional work attitude
 - ‘hands on’ attitude with good attention to detail
- Have an ability to:
 - work unsupervised
 - work to tight deadlines and deliver results
 - be flexible, tactful, diplomatic and supportive in your approach
 - work in a ‘team – based’ environment
 - adhere to Trust / Charity policies
- Be enthusiastic and passionate for Charity / Hospital environment

Qualifications, Experience, Skills & Knowledge

Qualifications

- At least 5 A*- C CSEs/GCSEs or equivalent (Including English and Mathematics)
- Numerate and literate, with good standard of education, preferably to degree standard

Experience

- Minimum of three years’ trusts, foundations or statutory experience within the not-for-profit sector.
- Proven track record in developing and managing a portfolio of donors, including researching prospects and donors, engaging and building relationships.
- Track record setting and exceeding targets and managing programme budgets.
- Evidence of outstanding written skills, including creating proposals, reports and internal briefings.
- Experience submitting successful trust, foundation or statutory applications or proposals which have achieved gifts in excess of £50,000.
- Experience of setting, monitoring and managing targets, objectives, KPIs and activity plans.
- Experience working in a complex organisation to create compelling proposals, reports or other cases for support.

Skills & Knowledge

- Excellent interpersonal skills and excellent ability to proactively build relationships and networks.
- Strong literacy skills with an excellent eye for detail and the ability to present complex information in writing and presentations.
- Highly numerate with the ability to analyse complex data.
- Detailed understanding of the trusts & foundations sector and appropriate fundraising techniques and approaches.
- Knowledge of fundraising laws and regulations with regards to data protection and compliance.
- Ability to contribute to a collaborative and agile team, enabling others to learn and deliver and celebrating successes.
- Outstanding organisation and project management skills.
- Excellent IT skills, including a thorough knowledge of MS Office (Word, Excel and PowerPoint) and fundraising databases (Raiser’s Edge preferred).
- Equal Opportunities awareness.
- Ability to:
 - empathise and support staff positively
 - build supportive and trusting relationships
- Strong commitment to the RFC values and providing an excellent customer experience

- To be able to deliver a high quality of customer service to agreed timescales

Managing Own Performance & Development

- To be able to:
 - work under pressure and to deadlines,
 - prioritise and manage own workload,
 - demonstrate continued attention to detail and accuracy,
 - problem solve.
- To be willing to continue updating own knowledge and skills
- To be self-confident and willing to take responsibility

Other Requirements – We expect you to:

- Be highly motivated and able to take the initiative
- Have a strong affinity with the NHS and philanthropic values
- Have an attention to detail
- Support your team and your other colleagues
- Attend meetings and training as required
- Adhere to charity policies, including the dress code, and all relevant legislation and ensure that any team members who report to you do the same
- Be aware of the need to create equal opportunities
- Be committed to continuous learning, review and improvement of all services
- Be flexible and respond to the needs of services
- Attend supervision on a regular basis with the line manager
- Be aware of and have a good understanding of Health and Safety at Work and the Fire Procedure and understand the correct action to be taken in the event of a fire
- Read and adhere to the Organisation's policies and procedures
- Work to the Organisation's Vision, Mission, Values and Behaviour
- to undertake any additional relevant duties as required

This job description is not exhaustive and is subject to change to meet legislative requirements.

The Royal Free Charity recognises and actively promotes the benefits of a diverse workforce. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.