



JOB TITLE:			
Major Donor and Trusts Manager			
Department	Reports To	Location	Salary
Income and Engagement	Philanthropy Manager	Home Based/Reading and London 3 days per month	£40,000 p.a.
Type of contract: Full time and permanent			
Reports			
<pre> graph TD A[Philanthropy and Partnerships Lead] --> B[Philanthropy Manager] B --> C[Major Donor and Trusts Manager] C --> D[Major Donor Officer] C --> E[Trusts Officer] </pre>			
Core Purpose			
<p>Take the lead on the development and delivery of our Major Donor and Trusts income stream creating and implementing a strategy for sustained success. Lead on the development of our trusts' income stream, supported by our new Trusts Officer. Delivering the major giving plan through excellent stewardship and effective use of research and insight to increase philanthropic support for Make-A-Wish. Managing your own portfolio of Major Donors and Trusts and line managing our Trusts Officer and Major Donor Officer. This role will support us in our goal to reach every eligible child with a wish by growing our philanthropic support in a sustainable way.</p>			
Responsibilities			
<ul style="list-style-type: none"> • Working with the line manager, develop and deliver a new strategy for trusts major donor income using an insight led approach. • Budget management for the major donor and trusts income stream, including reporting • Take ownership in growing the major donor pipeline taking a research-driven, focused approach, utilising the CRM database to provide insight and accurate data management, identifying opportunities and individuals to approach • Develop targeted fundraising propositions for prospects using our case for support and working with teams across the organization to develop new cases as required • Stakeholder management – managing your own portfolio of major donors and trusts. Providing effective stewardship of donors and prospects, building relationships, understanding donor motivations and preferences, pursuing leads, and exploring networks. Ensure stewardship best practice with a particular focus on reporting, recognition, and acknowledgement 			

- Identify and recommend opportunities for engagement and stewardship for donors and key prospects - working with colleagues to develop and deliver effective sustained relationships
- Work collaboratively with senior representatives across the organisation and represent the Philanthropy team in projects as they arise
- Ensure that compliance with data protection regulations is adhered to and enforced
- Commitment to the strategic objectives of the charity and incorporating these into all areas of influence
- Provide engaging and motivating leadership, coaching, management and development of six direct reports using Make-A-Wish 'Being Brilliant' framework which includes quarterly coaching conversations, career development conversations and more.

Organisational responsibilities

- Within Make-A-Wish's performance & growth framework "Being Brilliant" initiate regular conversations with your line manager when you discuss your role objectives, personal development, wellbeing and other topics
- Complete one Wish Discovery (meeting the wish children and their family to help them explore what their wish could be) and one fundraising event a year
- Attend whole organisation meetings like monthly symposium and townhall as well as ad-hoc training opportunities as required; and as much as possible attend social events happening twice a year.
- Work with your colleagues across the organisation within the framework set in Make-A-Wish Ways of Working

PERSON PROFILE:

To be successful in this role, you will need:

- Experience of working in the non-profit sector and specifically of developing and delivering campaigns and activations.
- Demonstrable experience of working with high value individuals, senior volunteers, and/or trusts and foundations in a fundraising role
- Ideally experience in line managing professional staff
- To be led by the needs of the Wish Child in all we do and make decisions as close to the child as possible. Wherever possible by the child.
- Have a practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- To actively listen to other people, particularly those with views that are different to their own
- To embed the principles of Equality, Diversity and Inclusion within their role
- To be open to collaboration and working across different teams to help the organisation achieve its strategic objectives
- To be able to work independently in an agile environment understanding that different people across the organisation have different working patterns

Make-A-Wish®

UNITED KINGDOM

- To be able to work with your colleagues and other members of Make-A-Wish community as One Team united in a common vision and mission and support organisational efforts of reaching every child
- The ability to prepare materials to support a range of audiences and requirements, from presentations through to reports, toolkits, meeting notes etc
- Excellent communication skills, including ability to:
 - work effectively at different levels in the organization
 - articulate core concepts in different formats and approaches
 - negotiate and influence across different organizational levels
 - synthesise information and research into engaging impact reports and presentations etc
- An understanding of regulatory frameworks, best practice and ethical issues around fundraising:
- Experience of working with others
 - Being part of a team delivering different objectives
 - Inspiring and encouraging self-development in team members/colleagues
 - Setting objective and KPIs and managing performance towards these
 - Integrating volunteers and networks into teams
 - Volunteer enablement
- Evidence and Experience of:
 - Using and updating CRM tools - Salesforce,
 - Managing data accuracy
 - Producing reports and analytics
 - Reading and interpreting data
- Experience of managing finance and budgets
- Experience of managing and planning work
 - Working on cross team plans
 - Using technology to support planning and prioritisation (eg Asana)
 - Able to use MS Office tools, in particular Outlook, Word, PowerPoint and Excel to support delivery of work
- A basic DBS check