

<b>JOB TITLE:</b>			
<b>Trusts Officer</b>			
<b>Department</b>	<b>Reports To</b>	<b>Location</b>	<b>Salary</b>
Income and Engagement	Major Donor and Trusts Manager	Can be based anywhere but will need to be in the Reading hub at least 2 days per month	£28,000 p.a.
<b>Type of contract:</b> Full time and permanent			
<b>Reports</b>			
<pre>           Philanthropy Manager                   Major Donor and Trusts Manager                         Trusts Officer           </pre>			
<b>Core Purpose</b>			
<p>Support the delivery of the philanthropy strategy through excellent stewardship and effective use of research and insight to increase philanthropic support through charitable trusts and foundations for Make-A-Wish. Manage own portfolio trusts, dealing with applications and feedback.</p> <p>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>			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Working with the Major Donor and Trusts Manager to develop the trusts strategy against agreed targets to reach the annual financial income target</li> <li>• Support the planning and delivery of the trusts programme by:               <ul style="list-style-type: none"> <li>○ providing administrative support</li> <li>○ researching and identifying prospects</li> <li>○ supporting the development of promotional and stewardship materials</li> <li>○ owning a portfolio of trusts from research through to feedback and stewardship</li> </ul> </li> <li>• Take ownership in growing the trusts pipeline taking a research-driven, focused approach, utilising the CRM database to provide insight and accurate data management, identifying opportunities and individuals to approach</li> <li>• Provide 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</li> <li>• With Major Donor and Trusts Manager, develop targeted fundraising propositions for prospects</li> <li>• Stakeholder management - identify and recommend opportunities for engagement and stewardship for donors and key prospects - working with colleagues to develop and</li> </ul>			

deliver effective sustained relationships

- Produce high quality communications, including proposals and presentations. Liaise with colleagues across Make-A-Wish to enable the writing and updating of project briefs for services and funding requests, including gathering of key facts & figures, case studies, quotes, photographs and information on the impact of services, to be used as basis for funding requests and applications.
- 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

### **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:**

- Demonstrable experience of working with
  - Charitable trusts and foundations
  - High value individuals
  - Senior staff members
- Experience of connecting service users, events and committees through reports, face to face, story sharing and content capture opportunities.
- Ability to prepare materials to support a range of audiences and requirements, from presentations through to reports, toolkits, meeting notes etc
- 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 practical understanding of Make-A-Wish values: Be Magical, Be Inclusive and Be Inspiring
- Actively listen to other people, particularly those with views that are different to their own
- Embed the principles of Equality, Diversity and Inclusion within their role
- Open to collaboration and working across different teams to help the organisation achieve its strategic objectives
- Be able to work independently in an agile environment understanding that different people across the organisation have different working patterns
- Be able to work with your colleagues and other members of Make-A-Wish community as One Team united in common vision and mission and support organisational efforts of reaching every child by e.g. answering phones when other teams are busy, supporting activities happening across the organisation etc.

- Excellent communication skills, including:
  - Ability to work effectively at different levels in the organization
  - Ability to articulate core concepts in different formats and approaches
  - Ability to negotiate and influence across different organizational levels
  - Ability to synthesise information and research into engaging impact reports and presentations etc
- Work as part of a cross functional team
- Understanding of regulatory frameworks, best practice and ethical issues related to content capture and use knowledge of regulatory frameworks around fundraising understanding of advertising and influencer regulatory frameworks
- Managing and working with user permissions and compliance around:
  - User permissions
  - Safeguarding
  - Data protection
- 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
- Managing and working with user permissions and compliance around:
  - User permissions
  - Safeguarding
  - Data protection
- Evidence and Experience of
  - Using and updating CRM tools – Salesforce, Donorflex etc
  - Managing data accuracy
  - Producing reports and analytics
  - Reading and interpreting data
- Experience of design and video editing (ideal but not essential): Adobe Photoshop, Adobe Illustrator, Canva, Other video snippet tools
- Experience of managing finance and budget
  - Developing budgets
  - Recording financial information
  - Reading and understanding financial information
  - Calculating basic information, particularly to show return on investment
  - Managing expenses and invoicing processes
- 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
- Evidence of ongoing professional development in a related field or areas (formal or self-directed)
- Basic DBS check