

RAINBOW TRUST CHILDREN'S CHARITY

PERSON SPECIFICATION – Head of Engagement

	Essential	Desirable
Experience (Previous roles, types of organisations)	<ul style="list-style-type: none"> • Senior management position • Experience of strategic marketing, sales or fundraising and digital • Demonstrable success in meeting income/sales targets • Role carrying significant people management responsibility 	<ul style="list-style-type: none"> • Worked in an SME or Charity environment • Role working with Trustees/VIPs • Volunteer/intern management
Special Competencies (Specific job-related skills knowledge understanding)	<ul style="list-style-type: none"> • Knowledge of principles of relationship management and good customer care • Clear and creative written communicator • Confident oral communicator; face to face and over the telephone • Strong MS Office knowledge and CRM database skills • Confident and enthusiastic presenter and networker 	<ul style="list-style-type: none"> • Competent in charity law as it applies to fundraising
Disposition (Influence over others, dependability, self-reliance)	<ul style="list-style-type: none"> • Persuasive and enthusiastic, engaging the commitment of others • Firm, goal-oriented, yet motivational leadership style • Influencer – who stimulates others into action • Poised and outgoing - building rapport & developing relationships with others • Multi-tasker with a sense of urgency for goal achievement • Effective delegator with accountable follow-up on timeliness and quality • Ability to learn quickly and thoroughly and adapt to change 	
Thinking Style (Practical, conceptual, innovative, traditional, change orientated)	<ul style="list-style-type: none"> • Idea generator – innovative and creative problem solver • Timely decision maker, in response to varied activities and changing conditions • Action orientated and collaborative • Practical and results focussed • Big picture thinker 	
Attainments (Academic & professional qualifications & training)		<ul style="list-style-type: none"> • Educated to degree level/or equivalent • Member of the IoF • Member of CIM
Motivation (Ambition, money, security)	<ul style="list-style-type: none"> • Recognition and reward for achieving results through people • Being part of a successful management team • Opportunity for growth • Building motivated teams 	
Circumstances (Mobility, special demands of job, unsocial hours)	<ul style="list-style-type: none"> • Commitment to own continuing professional development • Some out of office work and UK travel • Driving licence 	