

## JOB DESCRIPTION

<b>Department:</b>	Fundraising
<b>Job Title</b>	Major Donor Manager
<b>Accountable To:</b>	Director of Marketing and Fundraising
<b>Accountable For:</b>	Fundraising Executive
<b>Based At:</b>	Cleeve Court, Cleeve Road, Leatherhead
<b>Salary Band:</b>	£32,000 - £35,000 pro-rated (24.5hrs)
<b>Job Purpose and Context</b>	
<p>This position will lead and deliver Rainbow Trust's Major Donor Giving strategy. You will work closely with the Director of Marketing and Fundraising, CEO and Board you will deliver a strategy to grow income and increase our donor base. The post will take a lead role to:</p> <ul style="list-style-type: none"> <li>• Maintain and develop existing major donors</li> <li>• Research, approach and cultivate new potential Major Donors</li> <li>• Create and implement a series of planned communications and develop marketing collateral with the Marketing and Communications team to support Major Donor fundraising</li> <li>• Support the networking and approaches of Trustees, the CEO and other Rainbow Trust staff</li> <li>• Provide regular reports on the progress of the Major Gift campaign to stakeholders</li> <li>• Work with the Events team to engage donors and prospects at high-end events</li> <li>• Budgetary responsibility for Major Donor income and expenditure</li> </ul>	
<b>Areas of Responsibility include</b>	
<b>Leadership and Strategy</b>	
<ul style="list-style-type: none"> <li>• Develop and execute the Major Donor strategy and planning process</li> <li>• Provide guidance and direction for volunteers and interns</li> <li>• Professionally represent the department and the charity internally and externally with High Net worth individuals in varying contexts</li> <li>• Commit to Performance Management Process and develop stretching objectives to meet business plan</li> <li>• Take responsibility for own professional development following the PDAP process</li> <li>• Devise annual budget and contribute to the three year plan for Major Gift function</li> <li>• Live the Rainbow Trust Values and model the defined Leadership Qualities</li> </ul>	
<b>Operational and Project Planning</b>	
<ul style="list-style-type: none"> <li>• Develop and manage an annual work programme for the Major Gift function that aligns to the Rainbow Trust Business Plan</li> <li>• Create and execute work programmes that identify key milestones, success criteria and resource requirements to monthly, quarterly time frames</li> <li>• Take individual responsibility for agreed objectives and targets</li> <li>• Contribute to department planning events and activity</li> <li>• Organise own time and resources effectively and use initiative</li> </ul>	

<b>Working with Customers and Service Delivery</b>
<ul style="list-style-type: none"><li>• Make the fundraising 'ask' as and when appropriate, or support others to do so, including identifying where leadership volunteers can be used</li><li>• Encourage and support the development of a culture of effective donor/supporter care</li><li>• To develop and maintain a network of relevant key contacts for Rainbow Trust and to sustain relationships with those contacts</li><li>• Ensure requests for information and action from supporters/colleagues are responded to promptly</li><li>• Relay information and supporter contact to the appropriate internal contacts</li><li>• Ensure that reasonable supporter/colleague expectations are met</li><li>• Deliver direct services to both supporters and colleagues to acceptable professional standards and corporate guidelines</li><li>• Conduct timely investigation of any complaints received to the team from supporters, suppliers or any other external or internal contacts referring up any of a serious nature</li></ul>
<b>Developing, Maintaining Systems and Procedures</b>
<ul style="list-style-type: none"><li>• Ensure that data relevant to areas of responsibility and activity is adequately recorded and stored</li><li>• Operate standard administrative systems both electronic and hard copy</li><li>• Report against plan monthly, identify variance and make appropriate recommendations</li><li>• Operate in compliance with relevant legislation, best practice and corporate policy and budgets.</li><li>• Ensure regular data cleansing is actioned and Major Donor contacts are current</li><li>• Ensure compliance with data protection guidelines and corporate policy</li></ul>
<b>People Management and Development</b>
<ul style="list-style-type: none"><li>• Recruit and retain high performing staff with relevant experience and specialist skills to enable the Major Donor function to achieve its objectives</li><li>• Recruit and retain high calibre volunteers through effective supervision (following best practice guidelines for managing volunteers), including providing relevant development opportunities</li><li>• Effectively manage the Major Donor team (including volunteers and interns) and create a positive atmosphere and high morale</li><li>• Achieve consistent high standards of performance within team, taking appropriate action where performance is weak</li><li>• Conduct regular 1:1s and team meetings with direct reports so they are informed and motivated</li><li>• Keep under review the resource requirements and recommend future requirements to the Director of Marketing and Fundraising</li></ul>
<b>Team Working and Collaboration</b>
<ul style="list-style-type: none"><li>• Develop and maintain strong relationships with the Corporate, Trusts, Regional and Individual Giving teams to identify potential Major Donors and the most relevant way for them to give</li><li>• Maintain communications with colleagues and develop an understanding of the charity's work and needs of its users</li><li>• Contribute professional knowledge and expertise to team and department</li></ul>

development, service delivery monitoring and evaluation

- Lead and champion the implementation of business improvement and people development initiatives, including Buddying, PI and SBI processes
- Act as a source of knowledge and expertise
- Provide guidance and support to junior staff members and volunteers
- Collaborate with colleagues across the department and organisation in order to enable deliver on priorities and objectives
- Proactively participate in team meetings
- Contribute to team building initiatives and activities including SBI feedback

**Special Conditions**

- The role will require occasional evening and weekend work in order that the organisation is able to deliver on its commitments to its stakeholders
- Some UK travel may be required from time to time.
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.