

## Job Description

**Job Title:** Trusts and Donor Care Officer  
**Hours:** 37.5 per week  
**Location:** Head Office – Worship Street, London EC2A 2AH  
**Reports to:** Trusts and Donor Care Manager

### Job purpose

- To support the trusts and foundations income stream with the aim of maximising funding in this area
- To maximise income from the charity's regular givers through providing excellent donor care

### Duties and Responsibilities

- Write tailored applications to a range of small to medium sized charitable trusts and other grant-making bodies, to meet the funding needs of The Sick Children's Trust and its projects.
- Manage a portfolio of existing charitable trust funders, providing excellent supporter care to maximise long-term income growth.
- Manage own pipeline of applications and prospects.
- Carry out research of new and existing charitable trusts and foundations using a range of sources, including the telephone, identifying new funding opportunities for both yourself and the Trusts and Donor Care Manager.
- Work with the Trusts and Donor Care Manager to identify and develop projects for funding from the charity's expenditure budgets.
- Administer the charity's regular givers program, for donors who give via direct debit or standing order, including implementing a program to thank and maintain relationships with donors.
- Work with the Trusts and Donor Care Manager to develop a plan for increasing income from regular gifts, including converting one-off donors to regular giving and promoting regular giving to house users, their family and friends and other supporters, through the use of both offline and online media.
- Support the Trusts and Donor Care Manager to produce reports
- Work to agreed income targets, monitor these targets and report to the Trusts and Donor Care Manager as required
- Ensure all income is coded correctly and that restricted income is allocated in accordance with donors' wishes.
- Ensure that all donations are thanked and recorded on the database
- Carry out own administration, including filing of donation paperwork and ensuring the *donorflex* database is kept fully up to date with high-quality records of all communication in a timely and accurate manner.
- Maintain relevant pages on The Sick Children's Trust website
- Support the Fundraising Team with other ad-hoc duties as required, including supporting colleagues in times of staff absence.
- Ensure that all enquiries receive a prompt effective response and/or are re-directed appropriately
- Liaise with other departments within The Sick Children's Trust to progress your objectives and those of the Trusts and Donor Care department

## Person Specification

Key: (E) = Essential (D) = Desirable

### **Experience**

- A minimum of 12 months working in a fundraising environment, preferably trusts or individual giving (E)
- Experience of producing high-quality written material (E)
- Experience of research in a fundraising environment (E), preferably with trusts (D)
- Experience of writing successful fundraising applications, and managing relationships with trust funders (D)
- Experience of using a (charity) database system (D)
- Experience of working with individual givers (D)

### **Abilities & skills**

- Excellent written communication skills, including the ability to write persuasively, but sensitively (E)
- Excellent spoken communication skills, both on the telephone and face-to-face (E)
- Ability to manage own workload, prioritise effectively and manage a number of projects and deadlines simultaneously (E)
- Ability to work effectively without close supervision, dealing with problems as they arise (E)
- Ability to work effectively as a member of a small team, with particular focus on working cross-functionally with other internal departments, including senior staff (E)
- Considerate and diplomatic in dealing with others (E)
- Ability to use research techniques to identify, analyse and present information (E)
- High level of attention to detail, well-organised and methodical (E)

### **Knowledge**

- Knowledge of Microsoft Office software, in particular Word, Excel, Outlook (E)
- Knowledge and understanding of the world of fundraising (D)

### **Education & Training**

- Educated to at least A-level standard (D)
- Degree (D)

### **Circumstances**

- Commitment to working within the principles of the Equal Opportunities Policy (E)
- Represent The Sick Children's Trust according to values of the organisations, and demonstrate commitment to The Sick Children's Trust objectives and goals (E)
- Available to work occasional evenings and weekends when necessary (E)