



Job Description and Person Specification

Job Title:	Director of Fundraising and Supporter Relations
Department:	Fundraising and Supporter Relations
Responsible to:	Chief Executive
Salary range:	£41,760 - £59,660

Main Objectives of Job:

- To develop, deliver and champion a strategy to secure a significant and sustainable growth in donations over the next 5 years (target is four times the rate of inflation).
- To provide leadership and direction for the development and delivery of fundraising and supporter relations activity across London City Mission (LCM).
- Provide strategic insight and overall accountability at the Leadership Team.
- To lead, develop and grow the Fundraising and Supporter Relations team and ensure all systems, processes and ways of working are co-ordinated and aligned with our goals.
- To significantly contribute to the corporate leadership and wider development of LCM.

Position in Organisation:

- Reports to the Chief Executive.
- Member of the Leadership Team representing all matters relating to Fundraising and Supporter Relations.
- Line manages: 11 professional staff covering individual giving, supporter relations, and Church engagement.
- Participates in all Board meetings and is accountable to the Finance sub-committee of the Trustees for all matters relating to Fundraising and Supporter Relations.
- Liaises with and influences all Teams within LCM.

Scope of Job:

- Corporate Leadership
- Christian Leadership
- Fundraising and Supporter Relations Strategy and Operation
- Leadership Team, Board and wider organisation
- Leadership and Management of Fundraising and Supporter Relations Team
- External relationships
- Personal and Professional Development

Key Responsibilities:

Corporate leadership (part of all Leadership Team job descriptions)

- Champion LCM's Vision, Values and Strategy to all audiences.
- Take shared responsibility for the ongoing development of LCM strategy.
- Deliver through cross-functional working and foster a culture of cross-functional team working and collaboration as part of LCM's way of working.
- Contribute significantly to the spiritual leadership of LCM.
- Take shared responsibility for creating a united, highly effective Leadership Team built on relationships of trust, openness, mutual respect and loyalty.
- Take shared responsibility for LCM achieving its corporate goals.

Christian Leadership

- Contribute to the spiritual direction of LCM as part of the Leadership Team.
- Responsible for ensuring LCM's beliefs and values are communicated and adhered to within the Fundraising and Supporter Relations Team.
- Participate in monthly Team Days, role model commitment to LCM's work, and spend time in prayer and worship together. On occasions to actively take part in leading a session or opening in prayer, as directed by the CEO.
- Participate in regular prayer times with members of the Leadership Team.
- Lead prayer times and biblical reflection with the Fundraising and Supporter Relations Team at least weekly.
- Be committed to LCM's Strategy, Values, and Statement of faith.
- Be committed to actively working and living in accordance with LCM's conservative evangelical Christian beliefs.
- Set Christian standards in the working environment and lead by example.
- Maintain own spiritual health, development, and relationship with God (e.g. through individual prayer and reflection days).

Fundraising and Supporter Relations Strategy and Operation

- Develop, deliver and champion a strategy which secures a significant and sustainable growth in donations over the next 5 years (target is four times the rate of inflation).
- Set and achieve challenging targets and measures in line with the strategy and align the team to achieve these.
- Champion innovation, risk taking and improvement of our approaches to fundraising and supporter relations; identify and seize opportunities for growth.
- Provide strategic insight to shape and direct the fundraising and supporter relations operation.
- Inspire others across LCM to contribute to and 'buy into' the fundraising and supporter relations strategy and to adopt and embed behaviours that support it.
- Ensure all our systems, processes and ways of working are aligned with achievement of the fundraising and supporter relations strategy and are well co-ordinated, efficient, effective and value-for-money.
- Drive the full embedding of our CRM system across LCM and ensure that the whole organisation maximises the business benefit.

Leadership Team, Board, and wider organisation

- Provide overall accountability for Fundraising and Supporter Relations on the Leadership Team and to the Board, and report on performance and progress.
- Be the 'voice' of supporters to inform and influence the Leadership Team and Board.
- Work collaboratively with other members of the Leadership Team to provide strategic insight and contribute to collective responsibility for success.
- Actively listen to others and to God and bring wisdom and insight to bear.
- Work closely with other Directors to ensure a joined-up approach where consideration of Fundraising and Supporter Relations is embedded in all planning and relevant activity across LCM.
- Lead inter-department project teams to improve joined-up working, effectiveness, and cross-functional collaboration across various aspects of LCM's operations.
- Ensure that London City Mission staff and the Board grow in their understanding of the fundraising and supporter relations function and apply this.
- Drive culture change, promoting the embedding of behaviours across LCM that support success of our fundraising and supporter relations.

Leadership and Management of the Fundraising and Supporter Relations Team

- Lead the FSR team ensuring that all staff are fully engaged with the purpose,

vision, strategy and values of London City Mission.

- Deliver through strong project and programme management of activity and resources.
- Agree relevant objectives and ensure all work-plans and activities are well coordinated and aligned with the strategy.
- Provide regular, open and honest feedback on performance to build on success and to address quickly and effectively areas for performance improvement.
- Ensure all members of the team receive timely and honest mid-year and annual performance appraisals.
- Develop the team, investing in their personal and professional development through coaching and delegation of challenging assignments.
- Provide an environment of trust, openness and prayer within the team to foster good two-way communication, risk taking, innovation and growth.
- Grow the team as we secure growth in donations.

External Relationships

- Represent LCM externally and proactively in identifying opportunities to raise the profile of the Mission.
- Network regularly and build relationships with other fundraising and supporter relations professionals, and bring insight, good practice and learning back to benefit LCM.
- Actively encourage the Fundraising and Supporter Relations team members to network externally and seek out insights and good practice ideas and apply these for the benefit of LCM.

Personal and Professional Development

- Develop self-awareness by seeking feedback and through reflection, and act upon this insight to shape and progress own development.
- Drive own continuous personal and professional development.
- Continually develop own leadership skills and effectiveness.
- Keep up to date with good practice and wider developments in the fundraising and supporter relations profession.

Person Specification



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ATTRIBUTE/SKILL	ESSENTIAL	DESIRABLE
EDUCATION/ QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to degree level or equivalent qualification • Up to date with best practice and wider developments in fundraising and supporter relations 	<ul style="list-style-type: none"> • Professional qualification in fundraising
EXPERIENCE	<ul style="list-style-type: none"> • Track record in achieving challenging fundraising targets and growth in donations • Track record in developing and delivering excellent supporter relations • Proven ability to work as part of, or closely with, the senior leadership team • Proven record of developing and delivering fundraising strategies, programmes and projects with positive outcomes • Proven ability in leading and managing a Fundraising and Supporter Relations team and operation • Experience of using CRMs and securing maximum business benefit 	<ul style="list-style-type: none"> • Experience of public speaking • Experience in Christian leadership • Successfully raised support from church or church-based groups • Successfully secured grants from trusts and/ or corporate bodies
SKILLS/ABILITIES	<ul style="list-style-type: none"> • Develop strategies and provide strategic insight and direction to grow fundraising and supporter relations • Provide strategic leadership to LCM, to Fundraising and Supporter Relations and the team • Project and programme management and delivery to achieve progress and change and to successfully complete initiatives • Collaborate and build strong and productive relationships with Leadership Team colleagues, colleagues across LCM, and externally • Work cross-functionally and in a joined-up way with other teams to deliver successful joint initiatives and outcomes • Influence and communication – is persuasive and inspiring, excellent written and verbal communication skills and listens and empathises. • Team leadership and management to develop, build and co-ordinate the Fundraising and Supporter Relations team 	
PERSONAL	<ul style="list-style-type: none"> • Convicted of the importance of the 	

QUALITIES

work of London City Mission and of the part they can play at this time

- Mature, committed, evangelical Christian
- Committed to LCM's Christian ethos and values and upholding them
- Bold, innovative and takes risks to drive improvement and positive change in how we do things, and takes people with them on this journey
- Combines drive to achieve progress with the ability to foster healthy and warm working relationships to honour people and enable them to flourish
- Committed to cross-departmental, cross-functional and collaborative working, teamwork and service delivery
- Committed to organisational effectiveness and to contribute to the wider development of LCM
- Supportive and robust approach to people management and performance management, and to developing and building healthy working relationships
- Emotional resilience and able to stay fresh and on top of multiple activities