

CHURCH ARMY
ESTD 1882



KEY RELATIONSHIPS MANAGER

London and the South East

Application Pack

BE THE TRAILBLAZER
ACTIVATE CHANGE
STRENGTHEN LIVES
BUILD COMMUNITIES
EMBRACE THE CHALLENGES
BE THE HELPING HAND
FAITH TAKING ACTION
PURPOSEFUL ACTION
REAL PEOPLE
REAL FAITH
RISK TAKERS

FROM THE CEO



I am delighted that you are interested in the role of Key Relationships Manager with Church Army, I really hope that as you read through this job pack you get a clearer sense of who we are as Church Army and how this role fits into our desire to see communities across these islands transformed.

This is an exciting time to be part of Church Army as we continue to grow our frontline work in addition to implementing the new strands of our DARE strategy in the next three years to further our impact and reach our vision.

We are passionate about seeing communities transformed which is why Church Army is proud to work in some of the toughest communities across the UK and Ireland and make an impact that brings about real-life change. Our Centres of Mission, which are created in partnership with Diocese, are where we deploy evangelists into communities to share faith and empower and equip the local church in mission

and evangelism. We are working hard in our aim to increase to 50 Centres of Mission by 2027. In Marylebone London, we run the biggest women's only hostel which empowers women to end their homelessness and live their lives to the full. We also run the Amber Project in Cardiff which helps over 100 young people each year who battle self-harm; as well as a hostel for young people.

Our GRACEUP values are at the heart of all that we do. We are proud of our committed and passionate staff team who all contribute to our vision of seeing communities transformed. In joining Church Army, you will belong to a community of gifted people who are proud to do what they do, and we work hard to make sure our team know that they are valued for their contributions and know that they are making a difference to the lives of hundreds of people.

This role of Key Relationships Manager is responsible for developing and maintaining a portfolio of supporters in London and South-East England - a mix of individuals, churches, major donors, corporates and other funders. You will be home-based, with regular visits to the Wilson Carlile Centre in Sheffield, which homes our national office team and operates as a reputable accommodation and conference centre; it is a fun and hardworking team to be part of.

I hope that as you read through this job pack, you will be inspired and encouraged to want to join amazing team and Organisation.

A handwritten signature in black ink that reads "Des Scott". The signature is stylized with a large, sweeping initial 'D' and 'S'.

Des Scott

WE ARE CHURCH ARMY

We believe that everyone has value and a future worth believing in. We have a life-changing message of hope to share with the world.

Our vision

For everyone everywhere to encounter God's love, and be empowered to transform their communities through faith shared in words and action.

Our values

Everything we do is underpinned by our values:

Generous - We want to model God's generosity to others.

Risk-taking - We have a long heritage as a pioneering movement, prepared to take risks and give colleagues permission to seek to do new things.

Accountable - We are accountable to God and others. We want to be reliable and live responsibly to high professional standards.

Collaborative - We are committed to partner with those who share our values; we believe it enhances our work.

Expectant - We are hopeful, expecting God to do new things amongst us.

Unconditional - God loves everyone and everyone is significant in his eyes; we will serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.

Prayerful - We listen for God's voice and want to be obedient to him. We want to be like Jesus in our actions and witness.

See our [We are Church Army](#) video here



THE ROLE OF KEY RELATIONSHIPS MANAGER

You're a storyteller. When you speak, others listen - you draw people in, and they love to listen to you because you're authentic, with a warm, enthusiastic and engaging personality. You'll be able to build a network of trusted influencers who will in turn recruit new supporters, turning interest into committed giving.

You naturally connect with people from all kinds of backgrounds and in all kinds of settings. You are able to adapt the way you speak according to your audience and you're equally at home talking one to one as you are presenting to a crowded room, which is just as well as this role will involve fundraising from individuals, churches, major donors and corporates.

As a Christian, you will have a passion to see lives transformed by the Gospel, and love to share stories with our supporters and potential supporters about the impact of our work to then be able to ask them to give to Church Army.

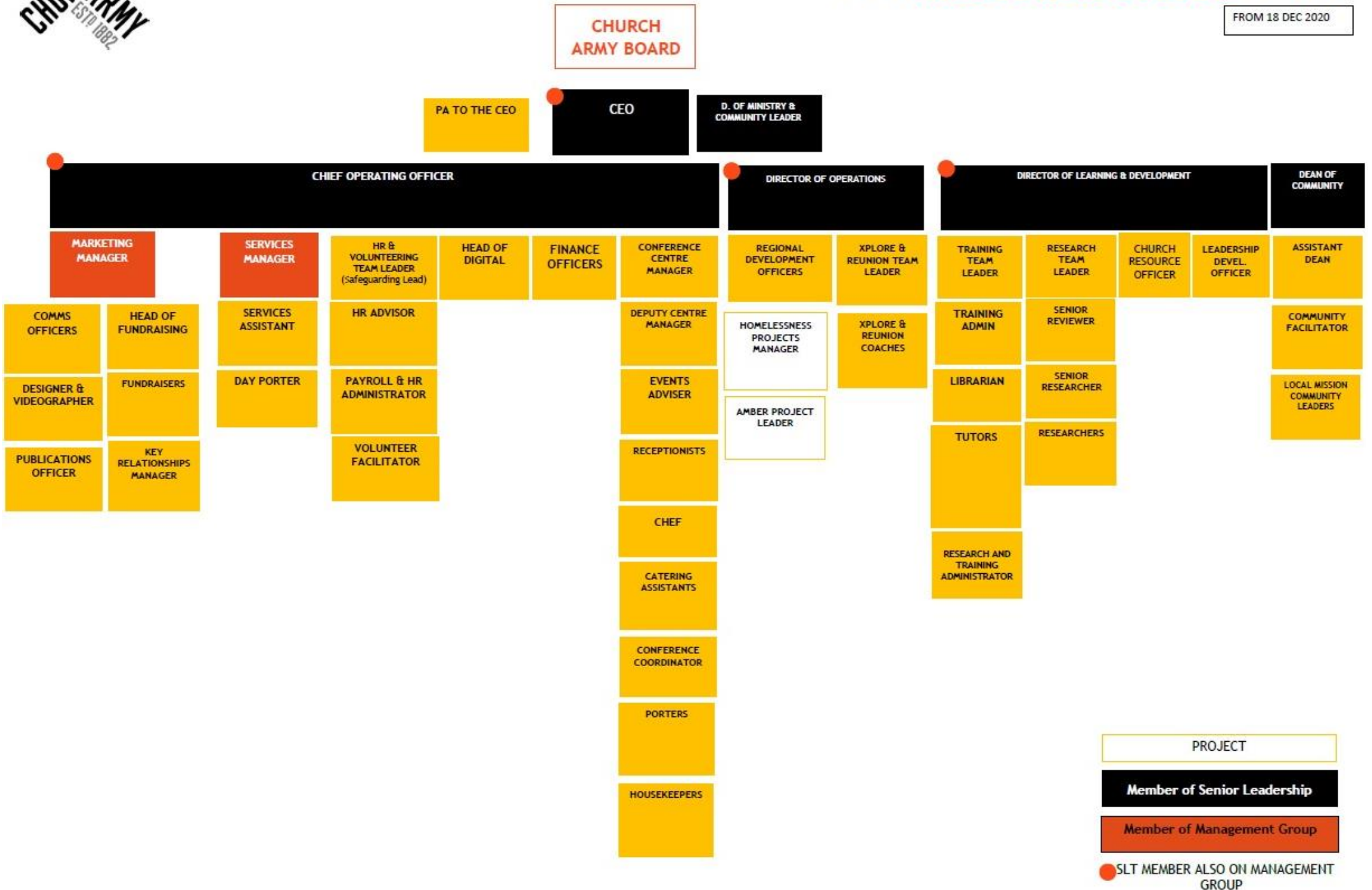
You thrive on meeting challenging targets because success is part of your DNA. You will have targets for the quality and quantity of your work as well as financial income targets.

As the Key Relationships Manager, you'll use all of the above attributes to manage existing key relationships and acquire new donors for Church Army from London and across the South-East of England. We have exciting plans to grow the scale of our work and we need ambitious people to be part of the journey; your experience will position you to gain increased voluntary donations to match our growth, especially from influential supporters, Major Donors and Corporates.

This is an exciting new role which will evolve over time. You will be able to make your own and have creative freedom to mould to your strengths. A self-starter, you'll need no motivation to succeed. You'll also relish being part of a wider team and sharing learning with colleagues. We will provide you with the support you need to succeed, including professional training where appropriate, regular 1-2-1s with your line manager and all the support that comes from being part of a national charity and community.

This role is home-based, with regular visits to the national office in Sheffield.

Paul Critchlow, Head of Fundraising



A volunteer at a centre of mission



JOB DESCRIPTION

Job Title:	Key Relationships Manager (London & South-East)
Location:	Home-based in London/South-East England with regular visits to the national office in Sheffield
Responsible To:	Head of Fundraising
Relating To:	Marketing Manager Regional Development Officer (South & East) Fundraising Team
Purpose:	To significantly increase fundraised income from existing donors, identifying and growing audiences to develop new donors, which will help financially resource and sustain our frontline social action projects and centres of mission.
Objectives:	<ol style="list-style-type: none">1. To achieve challenging income targets2. To increase the number of individual and organisational donors3. To undertake continuous professional development and share best practice within the organisation.4. To contribute creatively to the work and development of the Fundraising Team and wider Marketing Team.5. To ensure all fundraising is in accordance with industry standards.

RESPONSIBILITIES AND KEY TASKS:

1. To achieve challenging income targets

- 1.1 Maintain and grow excellent relationships with existing key donors (individuals, churches, major donors and trusts where appropriate) so that they not only sustain but increase their donations, particularly through regular giving
- 1.2 Maximise appropriate opportunities to ask donors for support, with consideration for the supporter journey
- 1.3 Initiate events to raise income for Church Army within your region
- 1.4 Network to create opportunities for donations from new supporters, with a strong focus on Major Donors, Corporates and large churches

- 1.5 Be responsible for engaging Church Army Evangelists to speak about the work of Church Army in churches and to other groups, and personally undertaking speaking engagements (including the preaching slot in churches) when appropriate
 - 1.6 Work with centres of mission to develop their profile and income generation
- 2. To significantly increase the number of individual supporters.**
- 2.1 Create events to develop new regular donors
 - 2.2 Increase the number of active Church Army Champions and train them to recruit new support
 - 2.3 Raise Church Army's profile by attending events where people can sign up to join our database, where they will enter the donor journey
 - 2.4 Network in all the appropriate places to develop new income, including creating supporter forums, attending Local Mission Community/Cluster meetings
 - 2.5 Work with the Head of Digital Transformation and others to create new ways of working to increase the donor base and levels of income
- 3. To undertake continuous professional development and share best practice within the organisation.**
- 3.1 Ensure you are up to date with current fundraising trends and good practice in the sector
 - 3.2 Attending fundraising training and seminars as appropriate and share learning with other fundraising staff and evangelists, as appropriate
 - 3.3 To work with managers, fundraisers and evangelists as appropriate to ensure that we work together to produce the best results
- 4. To contribute creatively to the work and development of the Fundraising Team and wider Marketing Team**
- 4.1 To be an active participant in the life and work of the wider team, attending meetings, supporting colleagues in their work and contributing to team-wide initiatives.
 - 4.2 To be a key point of contact for the team and to handle enquiries effectively and professionally
 - 4.3 Regularly taking time to creatively plan for future fundraising activity

5. To ensure all fundraising is in accordance with industry standards, best practice and Church Army policy.

- 5.1 Keeping accurate records of all activity, on the Raiser's Edge database, without using uncommon abbreviations or jargon.
- 5.2 Ensuring all records keeping is in accordance with GDPR data protection law and other legal requirements
- 5.3 Ensuring all fundraising is in accordance with the Code of Fundraising Practice, advice from the Fundraising Regulator and Church Army policy.

General

- To undertake any such duties as are commensurate with the post at the direction of the line manager, or their senior.
- To be an active member of both the Fundraising Team and Marketing Team, participating in team meetings and in the overall objectives and life of the teams.
- To attend an annual appraisal and regular one to ones with the line manager.
- To undertake any training or professional development as required for the role as identified in an appraisal or supervision.
- To adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times



PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience, knowledge and qualifications		
3 years experience of successful relationship fundraising <i>or</i> similar background in sales	3 years' experience of Major Donors and/or Corporate fundraising within the faith sector	<ul style="list-style-type: none"> • Application Form • Interview & Selection Process • Pre-employment checks (e.g. references)
GCSE English A-C or equivalent	Educated to A-level or above	
	CIOF Fundraising Certificate	
	Experience of using the Raiser's Edge database	
Experience of delivering great customer service	A proven track record of regularly delighting customers, going above and beyond expectation	
Experience of successfully achieving demanding targets	A proven track record of regularly exceeding demanding targets	
	Understanding of the Church of England and other church denominations	
Experience of public speaking	Experience of delivering a fundraising ask to large groups of people	
Understanding of the importance of data protection	Thorough knowledge of GDPR	
	Knowledge of the faith charity sector	
Skills and abilities		
Natural communicator (written and oral)		<ul style="list-style-type: none"> • Application Form • Interview & Selection Process • Pre-employment checks (e.g. references)
Able to connect and build relationships with people in any situation		

Excellent presentation skills / a natural storyteller		
Excellent at converting interest into commitment		
Ability to tailor content to engage with specific donor audiences - adapting content, tone and voice to deepen engagement		
Good listening skills		
Excellent MS Office skills	Good mentoring / training skills	
Confident digital skills		
Attributes		
People-focussed and team worker	Passion for the marginalised	<ul style="list-style-type: none"> • Application Form • Interview & Selection Process
Confident		
Creative		
Self-starter		
Enthusiastic & Motivated		
Organised & Reliable (including good time management)		
Committed to learning		
Other		
A willingness to travel within your region and further (with transport)		<ul style="list-style-type: none"> • Application Form • Interview & Selection Process
Willing to be away from home overnight as the role requires		
An active faith in Jesus, demonstrated by an involvement in the local church in agreement with our vision and values		

OUTLINE TERMS AND CONDITIONS

Location	Home-based in London/South-East England As the role is part of the National Team, the role will involve travelling to the National Office in Sheffield on a regular basis.
Salary	£30,000 - £35,000 per annum (depending upon experience)
Hours	37.5 hours per week (full-time) Normal working hours are Monday to Friday with some evening and weekend work required when necessary in order to fulfil the requirements of the role
Pension	You will be assessed under auto enrolment legislation and if eligible for pension contributions, you will be enrolled into a qualifying scheme and minimum pension contributions will be made by the employer.
Annual Leave	25 days, plus bank holidays (33 days total)
Probation Period	Six months
Contract Type	Full Time, Open Ended
Notice Period	4 weeks (after Probation Period)
DBS Requirement	A DBS is not required for this role. All staff are expected to read and comply with Church Army's Safer Ministry Policy.
Occupational Requirement	Due to the responsibilities of the role there is an occupational requirement under the Equality Act 2010 that the post holder has an active faith in Jesus, demonstrated by an involvement in a local church and agreement with the vision and values of Church Army.



APPLICATION PROCESS

If you would like you to find out any more about the role, we encourage you to have arrange a call with Paul Critchlow, Head of Fundraising Team on 0114 252 1661.

To apply, please submit an **CA Faith-Based Application Form** which is available to download from the job advert page.

Applications should be sent to: recruitment@churcharmy.org

Deadline: 9am Monday 25th January 2021

Interview date: Monday 8th February 2021

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- Successful completion of a probationary period
- Two satisfactory references, including one faith-based

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.