

Donor Relations Manager



**Recruitment
pack March
2023**

Welcome

Thank you for your interest in applying for our **Donor Relations Manager** role and joining The London Community Foundation.

Here at The London Community Foundation we know that London is one of the greatest cities in the world. But it is also a city of extreme inequality, of haves and have-nots. We believe in a London where everyone has a fair chance; where, as Londoners, we come together for our neighbours. We believe in the vital role local community organisations and their leaders play. We know communities can identify their own responses to the challenges they face, but often lack the resources. Our task, as the community foundation for London, is to support them. We do this by championing local organisations, connecting funders to them, channelling funds to their work, and supporting them directly to be stronger. This is role is pivotal to this mission.

The Donor Relations Manager role sits within our small and dynamic Development and Communications team that includes myself, Harbi and Lucy. This is a new role to help us manage our growing donor portfolio. We are looking for someone who thrives on building relationships with people and who is proactive, creative, and keen to go the extra mile to provide a great service. As a team we are passionate about understanding our donors' values and motivations, engaging them in the issues affecting London and inspiring them to connect and support incredible community projects making a difference across the capital. If that inspires you too – and you would enjoy a busy and varied role working with both individual and corporate donors – this would be a rewarding role for you.

Come and join our team and help make a difference to London, where it matters most.

Best of luck with your application,



Laura Perkins

Laura Perkins

Director of Development and Communications
The London Community Foundation

Our commitments to you

To represent London in all its glorious diversity, our people must reflect our work. We are committed to challenging ourselves to be more inclusive and diverse in how we operate. This includes our recruitment experience. We have a series of commitments to help us attract diverse talent. Throughout our recruitment process, we will:

- Ensure a diverse interview panel wherever possible
- Provide additional accessibility support for applicants, where requested
- Share first-stage interview questions with candidates beforehand
- Never ask for your current salary or degree level education
- Provide an opportunity to meet members of the team
- Always advertise the salary band for our vacancies (#ShowtheSalary)
- Seek active feedback from you on the recruitment experience





About The London Community Foundation

We help Londoners make a difference, right here where it matters most.

London is the greatest city in the world. But London is a polarised city, of extreme inequality – a city with the country’s greatest wealth, but also the worst deprivation, where people struggle just to get by.

At The London Community Foundation, we believe in the vital role local community organisations play in rising to London’s challenges such as food poverty, isolation, homelessness, domestic abuse and violence affecting young people. We also believe in the generosity and solidarity of Londoners wanting to make a difference to where they live and work. Our task is to champion local organisations by connecting funders to them, channelling funds to their work, and supporting them directly to be stronger.

The London Community Foundation was founded in 1995 and we have since made grant awards totalling over £100m. Our annual grant making has grown to circa £9m (pre-COVID), and these grants are typically made to local, small, community organisations, which people who are most excluded and feel most alienated trust and turn to. We are one of 47 community foundations in the UK working to make our local area stronger.

Our vision

A strong and diverse civil society, that tackles disadvantage and creates greater equity in London.

Our purpose

Through good philanthropy, our knowledge and expertise, we convene donors to invest in charitable organisations working to overcome the issues affecting London.

Our people

Our team and board come from diverse backgrounds, with different skills, experience, and perspective, but unified by their ambition for London.

Our values

We are Equitable, Accountable, Responsive, Collaborative and Impactful.



Role description

Reporting to

Head of Development

Job family

Development and Communications

Contract

- Full time (35 hours per week)
- Permanent
- Brixton (office location to change in July, likely near London bridge)
- Hybrid working 3 days in the office during 6-month promotion and then 2-3 days per week ongoing

Salary

£32,000 - £40,000

Role purpose

- Nurture and strengthen our relationships with our current donors, including a range of corporate and individual donors, increasing their loyalty and engagement
- Develop and deliver high-quality donor management plans for our current donors
- Develop creative and engaging stewardship opportunities for the donors who give to our key appeals, including our Together for London cost-of-living appeal, our Youth Futures Fund and Women's Fund for London
- Secure repeat gifts and uplifts in giving from current donors.
- Work closely with our Senior Communications and Events Manager to create events to engage donors

We are proud to be affiliated to and support:



Registered with



FUNDRAISING
REGULATOR



UKCF
MEMBER

Key duties and responsibilities

Donor relations

- Manage a portfolio of individual and corporate donors, ensuring we nurture and strengthen our relationship with them
- Create and implement stewardship plans for our current donors
- Manage the stewardship of donors who give to our key appeals, finding effective and innovative ways to communicate the needs of the communities and the impact of their giving
- Secure repeat donations and uplifts in giving from current donors
- Write impact updates, reports and communications for donors
- Organise visits and connect donors to the community organisations they support
- Find ways to gather feedback from donors to help us improve and develop
- Work closely with the Senior Communications and Events Manager to feed into our calendar of events ensuring they meet the needs of our donors
- Be an ambassador for us at events

Systems and processes

- Develop systems to track our engagement and stewardship of donors
- Conduct due diligence reviews on donors in line with our ethical giving guidelines
- Manage our donations pipeline, ensuring we keep accurate records of donors' planned giving
- Increase and record knowledge of our donor motivations and history, developing our organisational knowledge for the long-term
- Ensure accurate, up to date, centralised information held about all our donors
- Support our transition to an upgraded database, ensuring it delivers what our donors need

Teamwork

- Input into our 3-year fundraising strategy and annual team objectives
- Input into our key performance indicators helping us to track our progress
- Raise awareness of donor motivations, needs and feedback amongst the wider organisation

Skills, experience and knowledge

Skills

- Positive and proactive attitude with a specific interest in 'going the extra mile' to provide excellent service to donors
- Strong interpersonal skills with the ability to build rapport with a variety of people
- Excellent written skills with the ability to create engaging reports, updates and communications for donors
- Empathetic, including the ability to understand donor needs and motivations
- Creative and able to find new and engaging ways to inspire and motivate donors
- Professional with the ability to understand and deliver on the requirements of donors and our organisation with efficiency and sensitivity
- Excellent attention to detail and strives to deliver high quality work
- Flexibility and adaptability in attitude and approach to work, with a willingness to 'muck in' and support the team
- Ability to manage multiple demands while consistently meeting deadlines
- Ability to problem-solve difficult situations and deal with them calmly and effectively

- Willingness to innovate and seek ways to improve wider organisational systems and procedures
- Interested and motivated to further your skills and knowledge

Experience

- Experience of developing customer/donor relationships with proven results
- Experience of creating engaging communications to inspire donors
- Experience of corporate and/or major donor fundraising specifically
- Experience of using core IT packages, including word, excel, and PowerPoint
- Experience of using a database to access, store and share information
- Knowledge of data protection policies

Desirable

- Passionate about, and ambitious for, Experience of working on events to engage donors
- Experience of using Salesforce or Raisers Edge NXT, or any other CRM
- Experience of working with senior stakeholders such as high net-worth individuals and trustees

What we can offer

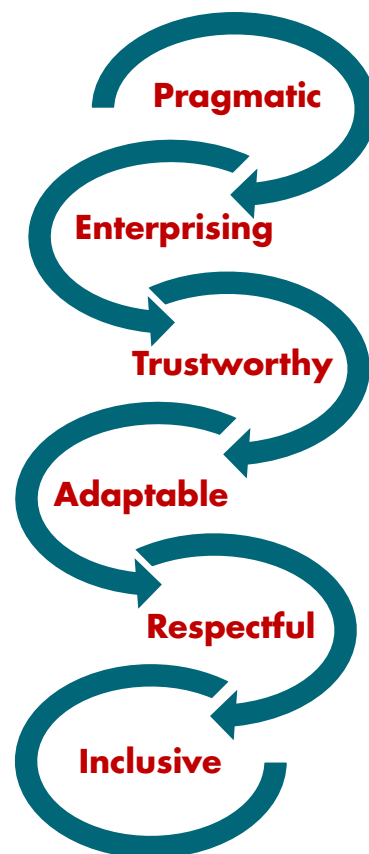
We want people to grow and succeed. Alongside our values, we expect everyone to display the behaviours needed to contribute to our vision and purpose. In return we seek to offer an inclusive, rewarding and collaborative environment and a number of benefits.

employee's up to 10%; 25 days annual leave (plus bank holidays); season ticket loans

- Employee assistance programme and wider training opportunities

Key highlights include:

- Unparalleled opportunity to engage with London's charity sector, public sector, corporate and private philanthropy, as well as vibrant community organisation network
- Encouragement to grow your personal profile in London's charitable networks (volunteering days and flexibility to achieve this)
- UK network of peers across community foundations, including learning groups, conferences, national opportunities, and intelligence sharing
- Flexible working arrangements with a London base
- Defined contribution pension, with employer contributions doubling the



How to apply

To apply to become The London Community Foundation's Donor Relations Manager, please submit your **CV and cover letter** to jointheteam@londoncf.org.uk by

9am Monday 24th April

Please clearly outline your experience and how you meet the requirements of the role by addressing each point in the 'skills, experience and knowledge' section within your cover letter.

Please let us know if you will require any special provision because of any disability, should you be called for interview.

At LCF, we are committed to ensuring that how we are governed, our team and our partnerships all reflect the true diversity of London. We need to challenge ourselves and be challenged. We will fall short at times, but we will continue to learn.

LCF is committed to increasing accessibility for people from diverse backgrounds to join its team. We seek to collect equalities data at the first stage of application so we can analyse and challenge where and how we recruit. We encourage candidates to complete the [diversity monitoring form](#) for this reason. Equalities data is collected and stored separately to applications to adhere to data regulations. We aim to appoint the most suitable candidate at all times, and

welcome applications from people from all different backgrounds.

**First interview:
Tuesday 2nd May**

First interview with LCF: This interview will focus on skills and experience for the role. In line with our commitment to supporting candidates, you will receive the questions 24 hours before the interview.

**Second Tuesday
Thursday 9th May**

Second Interview: Candidates who score the highest in the skills and competencies of the role will be invited back for a second interview. The second interview will focus on values and culture at LCF.

We are planning for all interviews to be in person at our office in Brixton.



Thank you for your interest

[Londoncf.org.uk](https://londoncf.org.uk)



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