

Job Description

Job title: Senior Fundraising Operations and Administration Manager

Reports to: Director of Fundraising

Responsible for: Legacy Administration, Trusts and Grants, Events Delivery, Lottery CRM Management, Fundraising Administration, Governance and Third-Party Provider and Contract Management teams and functions

1. Main purpose of job

To play a key role in the senior leadership of the fundraising directorate, helping to shape the ambitious future for fundraising at East Anglian Air Ambulance (EAAA).

To be responsible for the management of essential fundraising support and administrative functions, own relationships with key third-party providers and contracted companies and be the subject matter expert on fundraising governance and compliance.

You will lead a great and diverse team who are providing hugely important support functions for the charity, including; delivering fantastic event experiences for supporters, applying for significant funds and ensuring the smooth running of/administration for the two largest income areas in fundraising - lottery and legacies.

2. Main duties/responsibilities

- To ensure consistent leadership of the Fundraising and Administration team, leading and motivating a team of diverse and talented individuals, set and monitor the team's financial and non-financial targets, objectives/KPIs and other measures of success.
- Have overall responsibility for the creation and management of the team's income and expenditure budget, feeding into the 5-year fundraising financial plan, and ensure targets are met, costs are controlled and take proactive action to reduce financial deficits across income streams, if required.
- Develop a future proofed administrative function that can manage all fundraising and supporter administration, processing and fulfilment requirements.
- Provide leadership and direction to the Trust and Grants function of the charity, working with fundraising leadership colleagues, finance, operations, clinical and research teams to identify areas requiring funding and maintain a pipeline of active applications. Alongside the fundraising experts, help develop the cases for support, ensure impact reporting is in place, and application detail is accurate and successfully secure funding for key pieces of equipment, projects and our lifesaving services.

- Working with the internal legacy administration expert, ensure the pipeline of active cases is maintained and managed effectively – providing reports and updates to other teams as appropriate. Working with executors to ensure the funds can be put to effect quickly, in line with our policies and processes. And ensure we are liaising with external agencies, other beneficiaries and solicitors should cases require additional expertise, advice or legal support.
- Manage and be the key point of contact for, external relationships with key stakeholders, third party providers and contractors inc. lottery canvassing company, lottery CRM, fundraising systems and insight contractors and other providers. Lead on contract negotiations and/or tender processes with third party suppliers, event suppliers and fundraising systems as required. Project manage (following EAAA's Management of Change (MOC) process) the onboarding or offboarding of providers and systems, working with other teams, when needed.
- Own and deliver key policies, processes and procedures, and carry out due diligence to ensure the smooth running of the fundraising directorate. Specifically, income recording and processing, maintaining supporter records (inc. imports), the reporting, monitoring and evaluating of fundraising performance, lottery draws and data management, legator management, thanking, response handling and fulfilment.
- Proactively audit and review current activity and develop a culture of continuous improvement, through collaboration with other teams and key stakeholders, to address current and future charity need.
- Lead on managing and investigating (delegating as required) all fundraising complaints, ensuring all complaints are handled quickly and with compassion, recorded correctly and the complainant receives a satisfactory response. Implement any actions and improvements arising from complaints.
- Work in collaboration with both Information Systems and Finance teams to ensure that all fundraising insight, reporting and supporter data is accessible and up to date. Leading on the commissioning and development of new dashboards or reports as required. Ensure all fundraising teams know how to use these tools and systems.
- Lead on developing and updating specific operational and administrative processes and policies (inc. Cash Handling, Complaints, Due Diligence etc.) and reviewing all fundraising policies and procedures to ensure they are up to date and compliant – advising other teams as required.
- Attend internal and external meetings across the region as an expert in fundraising operations, represent the charity at any relevant regulatory meetings carrying out any internal audits and compliance (e.g. Gambling Commission compliance) meetings as required. Deputise for the Head of Stewardship and Supporter-led Fundraising, Head of Relationship Fundraising and Partnerships and/or Director of Fundraising when required.

- Be the subject matter expert on fundraising governance and compliance, stay up to date with fundraising legislation and regulation and ensure compliance across the fundraising department.

3. General duties/responsibilities

- From time to time, the post holder may be required to work at any of the Charity's sites in line with organisational needs.
- All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.
- Staff will actively promote the Charity's commitment to equality and diversity by treating everyone with dignity and respect.
- All employees should take a proactive approach to personal development in order to ensure that skillsets are aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.
- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Staff should uphold and demonstrate the Charity's values (reasoned, accountable, integrity, synergy and evolution).
- All staff should be aware of their responsibilities to protect the reputation of the charity e.g. social media and behaviour.
- Reporting incidents via the Radar system as part of an open and fair culture.
- Staff should be willing to undertake any activity as deemed appropriate by the charity that is in line with skills, experience and knowledge.

4. Person specification

Education and qualifications	
Essential	Desirable
Significant experience leading or managing a team in a charity and/or fundraising setting	Relevant diploma or professional qualification e.g. Business Administration, Fundraising or Project Management or Procurement.

Experience	
Essential	Desirable
Recent management experience of a fundraising department in the third sector	Healthcare charity experience
Experience in identifying and delivering on improvements to operational systems and processes	Experience of remote line management
Experience of budget planning and management	
Project management experience	
Experience of working across functions to identify and deliver shared objectives and targets	
Knowledge and skills	
Essential	Desirable
Expert knowledge of fundraising practices, governance, legislation and regulation	Knowledge of lean processing, value stream mapping or continuous improvement methods
Excellent relationship management skills	Knowledge of CRM and reporting systems
Managing significant third-party contracts, tender processes and contract negotiations	
Knowledge of the Code of Fundraising Practice and Charity commission rules.	
Decisive and considered decision maker	
Discrete and considerate of others	
Excellent IT skills	
Personal qualities	
Essential	Desirable

Able to communicate and influence at all levels of the organisation	
An appetite for problem solving and for improving process and systems.	
Excellent collaborative approach to working other stakeholders and departments	
A natural leadership style, able to gain respect and work as a team player with a range of people	
Strong organisational skills and a collaborative approach	
Full clean driving licence and access to own vehicle	