

<b>Post</b>	Trusts and Key Relationships Lead
<b>Responsible to</b>	Head of Key Relationships
<b>Team</b>	Fundraising and Communications
<b>Proposed grade</b>	F
<b>Contract</b>	Permanent
<b>Hours</b>	Full time (35 hours a week)

## The organisation you'll be joining

Jesus spent much of his time with people at the edges, and that's where we want to be too. Church Mission Society invites people at the edges of church, the edges of society and the edges of our comfort zones to follow Jesus and play a part in his story. Come with us to the edges and discover God at work in ways you might not have expected.

Welcome to Church Mission Society, where we are passionate about God's mission and fired up to see more and more people become followers of Jesus. For over 200 years CMS has been at the forefront of global mission, living out the gospel of Jesus, seeing lives changed and communities transformed. Founded by William Wilberforce and other members of the Clapham Sect group of activists in 1799, CMS people are called by God to help bring change, hope and freedom, wherever they go.

Today CMS supports 150 mission partners and local partners who are working in more than 40 countries, where they are dedicated to serving local communities and transforming lives through the love of Jesus. From women's empowerment, micro farming initiatives and leadership training, to drug rehabilitation, theological training and pioneering in the arts, CMS is at the cutting edge of mission, displaying the love of Jesus to many people who might not have believed he was for them.

In the last year, we've undertaken a prayerful review of our organisation, in order to discern our mission call for this generation. In the process we have rediscovered and been re-inspired by the pioneering spirit of our founders. If you join CMS today you will find an organisation that has been reinvigorated with a fresh vision to join with our global family to make disciples of Jesus among people at the edges, both in the UK and around the world.

## Our culture

At CMS we work hard to ensure that every member of staff is valued, supported and encouraged to continually learn and develop their skills. We rely upon God's presence, wisdom and grace and therefore, prayer is central to everything we do.

## Our vision

To see our world made new by the love of God as we follow Jesus to the edges.



## Our purpose

We exist to make disciples of Jesus at the edges.

## Our core values

Pioneering. Relational. Faithful. Evangelistic.

## Your role

The trusts and key relationships lead is responsible for crafting compelling applications and proposals with the view of securing major donations primarily from trusts for CMS. This includes retaining and developing relationships with existing trusts and a small caseload of individual major donors with the aim of increasing their financial support of CMS. You will have the drive and ability to forge new links with prospects who have the ability to give generously to Christian charities. This takes place through appropriate and accurate research, timely communications (via applications, letters, emails, phone conversations, and face to face meetings) and the maintenance of detailed records of those who have the capacity to donate larger sums of money.

The trusts and key relationships lead is responsible for supporting the operational work of the head of key relationships and for managing their own caseload of donors in order to generate large donations from both trusts and high value individual donors.

## Your relationships

There are three teams in the fundraising and communications group: key relationships, digital and direct marketing and communications.

This role will work closely with and be responsible to the head of key relationships who manages the wider key relationships team (KRT) that generate income from high value relationships with trusts, major donors, key churches and through legacy fundraising. Your role will play a significant part in the delivering the key relationships operational strategy as part of the wider fundraising and communications group strategy. You will have your own caseload of existing major trusts, key individual donors (including some smaller family trusts) to manage, in order to retain and grow income. You will also be tasked with growing the number of trusts and major donors on your caseload.

There is close working relationship with other colleagues:

- working with the mission team to research and identify funding needs, develop accurate cases for support and ensure that follow up reports and relevant stories from mission partners and projects are produced to schedule.



- working closely with the head of digital and the head of digital and direct marketing to ensure that all mailings are professional looking and appropriately CMS branded.
- the head of communications to develop bespoke marketing and comms materials to reach out to existing and prospective donors.
- the church, community and mission partner lead: to work collaboratively in developing strategy and tactics for identifying major donors within a church setting.
- finance team: to maintain accurate and up to date database records and ensure gifts are allocated according to donors' wishes using the correct codes.

## Your responsibilities

- Taking responsibility for developing, designing and delivering a team work plan for trusts and major donors.
- Writing fundraising applications, proposals and progress reports, thanking donors for their gifts and taking responsibility for correspondence with trusts and with their own caseload of major donors.
- Managing a caseload of trusts and major donors and acting as a point of contact for the key relationships team in answering supporter queries.
- Building strong and lasting relationships with key trustees in major trusts, and with major donors through intentional and timely communications, and through a variety of channels such as post, email and at times face-to-face engagement in person.
- Together with the head of key relationships, designing and implementing appropriate communications mailings for major donors, such as seasonal greetings cards and annual thank you mailings.
- Organising and hosting in-person / hybrid fundraising and supporter care events, under the supervision of the head of key relationships.
- Together with the head of key relationships and wider key relationships team (KRT), creating a supporter pathway for existing and new donors and executing the agreed strategy to schedule.
- Taking responsibility for writing cases for support, tracking donations, managing a donor pipeline and preparing reports for the head of key relationships.
- Attend relevant and appropriate networking and industry events to both build personal capacity and to make introductions to prospective supporters.



- Ensuring that donor information and donations are updated and recorded by KRT, and all communications are recorded on Access Charity (our CRM) and other applicable databases or spreadsheets.
- Providing research on new prospects and on current trusts and major donors by creating and/or sourcing a timely flow of information such as giving capacity, networks and following up with assembling appropriate marketing material to send and/or present to them.
- The role at times will include visiting existing and potential trustees and major donors in person; therefore, flexibility is required.

## Other

- Ensure the safety and security, and respect the rights, of all staff, partners and supporters:
  - Understand and follow CMS safeguarding policies.
  - Understand and follow security procedures for all public materials and content, to keep mission personnel and strategic partners safe. Ensure the confidentiality of supporters and that all data relating to them is maintained and processed in compliance with the General Data Protection Regulation (GDPR) and Privacy and Electronic Communications Regulations (PECR).
  - Hold and maintain a good understanding of the Code of Fundraising Practice and how it pertains to your role.
- Carry out any additional duties commensurate with the role as required by your line manager.



## Person specification

### Trusts and Key Relationships Lead

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"><li>• GSCE/A Level Qualified</li><li>• Fundraising / marketing qualification</li></ul>	<ul style="list-style-type: none"><li>• Degree level education</li></ul>
Experience	<ul style="list-style-type: none"><li>• A strong track record of working in a trusts and / major donor and trusts fundraising and application writing with customer relationship / account management related aspects to the role.</li><li>• Proven track record of having built and maintained donor relationships in the charity sector</li><li>• Solid experience of high-level discussions with significant trusts and major donors</li><li>• Proven track record of developing and delivering events to engage new and existing donors</li><li>• Experience working with a customer relationship management (CRM) database, such as Access Charity</li></ul>	<ul style="list-style-type: none"><li>• Experience of overseas travel</li></ul>



	<ul style="list-style-type: none"><li>• Experience of project management</li><li>• Worked as part of a team</li></ul>	
<b>Skills and abilities</b>	<ul style="list-style-type: none"><li>• Excellent written and oral communication skills demonstrated through the writing of trust applications and impact reports</li><li>• Instinctive ability to prioritise and prepare work so as to maximise the marketing, fundraising and supporter care value of everything that is done</li><li>• Able to engage supporters in a 1-2-1 and face-to-face environment</li><li>• Able to adapt writing style and content to communicate to a wide range of people</li><li>• Able to respond well to complex queries</li><li>• Excellent research skills</li><li>• Attention to detail</li><li>• Able to organise own work and the work of others</li><li>• Good time management skills</li><li>• Ability to solve complex problems and respond effectively to novel situations</li></ul>	



	<ul style="list-style-type: none"><li>• Excellent telephone manner</li><li>• Able to enter data accurately</li><li>• Able to learn and understand implications of data changes</li></ul>	
<b>Knowledge and understanding</b>	<ul style="list-style-type: none"><li>• Strong knowledge of Microsoft Office programmes especially Excel, Word, PowerPoint and Outlook</li><li>• Knowledge of research and administration methods</li><li>• Knowledge and good recollection of Data Protection and General Data Protection Regulation legislation</li><li>• Knowledge of trusts and major gifts, fundraising processes and trends</li></ul>	
<b>Disposition</b>	<ul style="list-style-type: none"><li>• Proactive instead of reactive</li><li>• Motivated and a self-starter</li><li>• Kind and a good team member</li><li>• Able to work under pressure and meet deadlines</li><li>• Cheerful and friendly, able to build strong relationships</li></ul>	



	<ul style="list-style-type: none"><li>• Tasks and results orientated</li></ul>	
Other	<ul style="list-style-type: none"><li>• Access to your own car and a clean driving licence is required.</li><li>• 3-4 weekends per annum / evenings might be required for major donor events / festivals (TOIL is available)</li><li>• Possible overseas travel to visit the work of CMS mission partners (approx. one trip per annum)</li><li>• Practising and committed Christian and committed to the aims and values of CMS.</li><li>• Willingness to undergo safeguarding checks</li></ul>	



# Terms and conditions

## Trusts and Key Relationships Lead

Conditions, including but not limited to the below:

1. The appointment is subject to satisfactory references, safeguarding checks and a probationary period of six months.
2. **Salary:** The post is within Grade F of the CMS salary scales; starting salary £35,750 per annum with further salary advancement opportunity. Salaries are reviewed annually at the beginning of February.
3. **Expenses:** Expenses incurred in connection with work in accordance with established regulations will be paid.
4. **Pension:** There is a group personal pension scheme applicable to your employment and you are entitled to participate in this scheme subject to the rules of the scheme. You will be automatically enrolled into the scheme, however there is an opt-out option. The employer's contribution is 5 per cent while the employee's contribution is 3 per cent of the pensionable salary. In addition, CMS will match your additional contribution (over the min three per cent) up to an additional five per cent. The life insurance scheme provides a death in service benefit of four times the basic pay.

Those eligible for pension rights under the Clergy Pensions Measures administered by the Church of England Pensions Board may continue to qualify for those rights.

5. **Work base:** This is an office-based post and this will be your centre for the purpose of claiming travelling expenses if appropriate. Under the CMS hybrid working policy, you may work from home for up to sixty per cent of your contracted time per week.
6. **Holiday entitlement:** Annual leave is 28 days pro rata, of which up to 3.5 pro rata are to be taken between Christmas and New Year, plus statutory bank holidays.
7. **Notice:** Three months' written notice on either side is required for the termination of the appointment after the probationary period.
8. **Time off in Lieu (TOIL):** For attendance at events TOIL will be given for weekend and evening working.