

**AAW**  
GROUP



# Individual and Community Giving Manager Candidate Information Pack

## Key Information

Job Title	Individual and Community Giving Manager
Department / Team	Fundraising
Responsible to	Head of Fundraising
Responsible for	N/A
Contract type	Permanent
Hours of work	37.5 hours per week (excluding 30-minute daily break) Flexible working available, minimum of two days per week in the office
Salary	£36k - £46k depending on experience
Purpose of role	Support individuals and community groups giving to City Harvest via management of existing giving mechanisms and development and growth of new initiatives.
Strategic alignment	Supports City Harvest's operations and growth and development by contributing restricted and unrestricted income.

## Key Deliverables

### Individual Giving

- Manage all individuals giving to City Harvest at events, via post, online and through Just Giving, CAF and other donor portals. Respond to all gifts in a timely way, maximising all potential income for City Harvest and providing excellent and efficient stewardship.
- Ensure compliance with the City Harvest donor journey, including Gift Aid protocols and accurate capturing and inputting of all information required.
- Remain up to date with and ensure compliance with the Fundraising Regulator's Code of Practice, as well as overseeing due diligence and GDPR requirements for individual giving.
- Provide regular analysis of gifts to City Harvest, liaising with colleagues to help identify the efficacy of fundraising and communications outreach and its impact.
- Grow the individual and regular giving programme through stewardship of existing donors and by working with the Head of Fundraising and the Communications team on acquisition campaigns.
- Lead coordination of exceptional giving campaigns, such as the Big Give
- Develop high quality, creative, efficient and effective donor stewardship assets such as reports, thank you and meaningful gifts.

### Events & Community Fundraising

- Manage and develop individuals participating in challenge events for City Harvest, maximising income and publicity potential and ensuring long-term support where possible.
- Manage enquiries from community groups such as religious entities or schools and maximise income potential and relationships built for City Harvest. Develop proactive, cost-effective outreach programmes for these donor groups.

### Major and High Net Worth Donors.

- Work with the Head of Fundraising and Trusts & Foundations Manager to support existing HNW donor partnerships, ensuring high quality and effective stewardship to maintain and grow relationships where possible.
- Research and analysis including managing the use of external resource where necessary, focused on current, lapsed and prospective HNW donors.
- Creative stewardship, including key support with event management where necessary.

## Administrative team contribution

- Lead responsibility for effective use and management of donor giving portals and mechanisms, such as Just Giving, DonorBox and wireless giving devices.
- Maintain accurate, timely, high quality donor records and database information.
- Ensure adherence with fundraising legislation and data protection compliance.
- Analyse donor portfolio to draw insights and shape future strategy.
- Lead responsibility for departmental use of CRM, including monitoring consistency and quality of use and data input and maximising capacity of use.

## **Financial Responsibilities**

- Work within an agreed budget, in line with the organisation's scheme of delegation and financial procedures.

## **Organisation Wide Responsibilities**

- Participate in staff and volunteer inductions where appropriate.
- Manage office-based volunteers when available.
- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered when making plans and decisions.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the role that may be required by the organisation.

**The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated in your role and the overall objectives of the organisation.**

## **Person Specification**

<b>Education &amp; Training</b>	<b>Essential</b>	<b>Desirable</b>
Institute of Fundraising appropriate qualification or equivalent		X
Qualifications and/or substantial experience in charity sector to master's level or equivalent	x	
<b>Experience &amp; Knowledge</b>		
Experience of use of CRM or equivalent customer databases	X	
Experience of online direct marketing in a charity or other environment	X	
Experience in building relationships with donors or customers		X
Experience of participating in and/or supporting fundraising challenge events		X
Extensive experience in direct marketing and individual giving fundraising in the not-for-profit sector	x	
Experience of community fundraising		X
Understanding of fundraising and data protection legislation and regulation		X
Provable track record of raising funds efficiently and effectively in line with sector regulations and legislation	x	
Understanding of the issue of food poverty and food waste		X
Experience of Microsoft Office applications, Word, Excel, PowerPoint	X	
Experience of online marketing software such as Mail Chimp		X
Experience of design packages		X

<b>Aptitudes</b>		
Excellent oral and written communications skills (Including the writing of cases for support and bids for funds and the making of presentations as part of the bid process)	X	
Excellent attention to detail	X	
Good project management skills and ability to juggle multiple priorities	X	
Strong creative skills		X
<b>Personal Qualities</b>		
Collaborative, able to see opportunities across department and wider organisation, to ensure maximum benefit to City Harvest	X	
Ability to work as a team	X	
Proactive approach and ability to respond promptly to client or customer needs	X	
<b>Values</b>		
Our values are our guiding principles – they inform the way we work, the decisions we make, the behaviours we champion and how the organisation should feel. We expect all candidates to resonate with these values and to be able to demonstrate how you meet at least one or more in your job application.		
Community-focused: We believe in the spirit of community	x	
Aspiring: We are driven to achieve more, making a difference to families and individuals around us.	x	
Compassionate: We are united in our commitment to help and support others.	x	
Collaborative: We are stronger as team – friendship and camaraderie are important to us.	x	
Trustworthy: We are honest and accountable.	x	

City Harvest London is an equal opportunity employer, candidates are selected based on their abilities and merits to perform the tasks required. Our policy is to be fair and consistent in all aspects of our organisation.

We recognise respect and value differences and diversity, we embrace equality as part of our ways of working, because we believe that it is the right thing to do for our people, our community, and our success.

All applications received will be dealt with confidentially and subject to the company recruitment and selection processes. Employment is subject to satisfactory pre-employment checks and eligibility to live and work in the UK.

## How to Apply

Please apply by submitting a copy of your Curriculum Vitae (CV) and a covering letter highlighting your suitability for the position and why you are interested, by clicking on this [link](#).

For any queries please contact Suzie Groves at [suzie@aawpartnership.com](mailto:suzie@aawpartnership.com).

Closing date: 9am Monday 17<sup>th</sup> March 2025.

Interviews: virtual first round interview will take place Monday 24<sup>th</sup> March. For those progressing further, a second in-person round will take place Tuesday 1<sup>st</sup> March.

**Please note we will be assessing applications as soon as they come in, so please apply early.**

## Fundraising Team Chart

