

Job Description



Job title:	Philanthropy Manager
Department:	Fundraising
Reporting to:	Senior Philanthropy Lead
Salary:	£45,727 per annum
Hours:	35 per week
Location:	Based in our London office - Working from home is an option in line with Crisis' hybrid working policy
Contract type:	Permanent

Aims and influence

- Significantly contribute to and drive growth in Philanthropy Fundraising
- Joint responsibility, with the rest of the team, for ensuring that the Philanthropy income target (£3.8m in 24/25) is achieved, as well as for a personal income target.

Financial and supervisory responsibility

- Responsibility for event budgets where necessary.

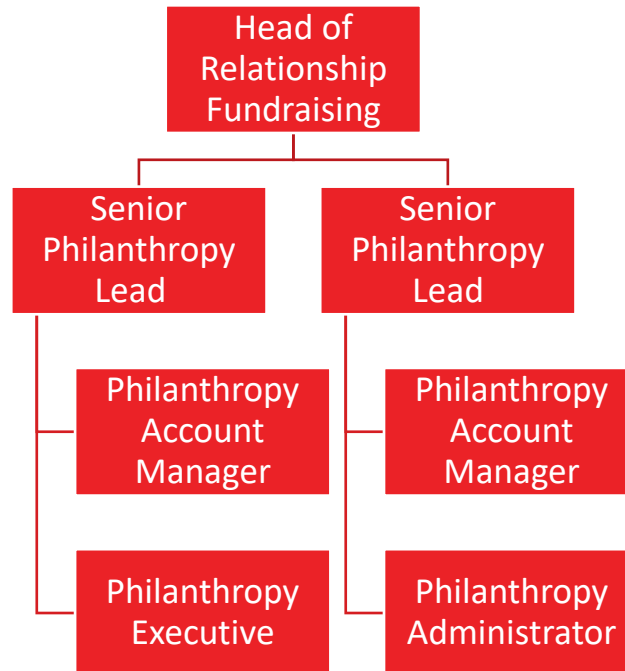
Other key details

- Based at Crisis HQ in London, the post requires regular attendance of on and off-site meetings and events, including evenings and weekends. Time off in lieu will be given in accordance with Crisis TOIL policy.



**Together
we will end
homelessness**

Organisational chart



Please note structure is subject to change

Job responsibilities

Relationship management

- Build relationships with a portfolio of new and existing supporters, securing gifts at the five and six-figure level.
- Actively seek new business and work with the prospect researcher to manage a healthy prospect pipeline.
- Create advocates by ensuring that all supporters have a rewarding experience of supporting Crisis.
- Support and facilitate peer-to-peer giving, including working with senior volunteers.
- Build strong relationships with service heads and staff across Crisis, to identify funding opportunities, ways to involve supporters, and new prospects.

Communication

- Confidently communicate the complexity of homelessness to inspire support.
- Ensure that funding proposals are of the highest standard and aligned to Crisis' long-term goals.
- Represent the Philanthropy Team across the organisation at all levels.

Strategy, Planning and Reporting

- Take a lead role in fundraising campaigns, events and other key projects.
- Use time and resources efficiently by using moves management techniques and segmenting the portfolio.
- Monitor results and key metrics and ensure that regular reports are provided to the Senior Philanthropy Lead.
- Contribute to the team business planning process and work with the Senior Philanthropy Lead(s) and Head of Relationship Fundraising to ensure plans are integrated with wider departmental and organisational priorities.

General responsibilities

- Manage, coach and inspire the Philanthropy Administrator to achieve their objectives, and to have responsibility for managing and helping prioritise their workload.
- Ensure that Crisis' values and supporter-in-the-room ethos are embedded in all decision making.
- Actively encourage and support member involvement within Crisis.
- Develop an understanding of homelessness and Crisis' aims.
- Respect and meet professional standards in Fundraising and Data Protection, as published by the Institute of Fundraising, Charity Commission and the Fundraising Regulator.
- Follow Crisis' policies and procedures, including health and safety.
- Carry out other reasonable duties that may be required.

Person Specification

Essential

1. Proven track record of building strong relationships with prospects and donors and securing gifts at the four to five-figure level.
2. Experience of engaging and influencing high-value and high-profile individuals; understanding their motivations and inspiring confidence.
3. Excellent communication skills, both written and verbal (including listening skills).
4. Excellent influencing skills to develop internal and external relationships.
5. Entrepreneurial and creative, with the ability to spot opportunities to bring supporters closer to Crisis' work.
6. Ability to manage projects, events and fundraising campaigns.
7. Experience of planning, monitoring and evaluating success in major donor fundraising or a comparable sector.

Philanthropy Account Manager, London, November 2024 – Job Pack

8. Demonstrable understanding of digital marketing techniques and willingness to use in high value fundraising.
9. Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

1. Experience of working with senior volunteers, fundraising committees or similar.

We encourage applications *from all sections of the community and particularly from people who have lived experience of homelessness.*

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this, and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.