



# Job Description

<b>Job title:</b>	Trusts Manager
<b>Department:</b>	Fundraising
<b>Reporting to:</b>	Senior Trusts and Statutory Lead
<b>Salary:</b>	£49,909 per annum
<b>Hours:</b>	35 per week
<b>Location:</b>	London
<b>Contract type:</b>	Permanent

## Aim and influence

- To support the delivery and growth of Crisis' income from Charitable Trusts, Foundations and Lottery funders
- To secure, manage and grow income from charitable Trusts and Foundations and Lottery funders
- Joint responsibility, with the rest of the team, for ensuring the Trusts and Statutory team income target is achieved, as well as for a personal income target (to be agreed).
- To take a lead on developing and managing bespoke relationships with funders and prospects, providing an outstanding supporter experience and aligning their interests with Crisis' long-term goals.
- To work closely with the Senior Trusts and Statutory Lead and the Head of Philanthropy and Development to shape and implement an ambitious strategy, including identifying new funding opportunities and areas for growth.
- To play an active role in securing new business, managing a healthy and strategically aligned prospect pipeline.

## Other key details

- Based at Universal House, Wentworth Street, London, a short walk from Crisis HQ in London. The post requires attendance at on and off-site meetings and events, including some evenings and weekends. Time off in lieu will be given in accordance with Crisis TOIL policy.
- Crisis' current hybrid working policy requires staff to work from a Skylight or a Crisis Office for at least one day a week or two days per fortnight.

## Senior Trusts Executive – Job Pack

### Job responsibilities

#### Relationship management

- Responsible for a portfolio of high-value funders and prospects, with a focus on securing and renewing gifts at the five- and six-figure plus level (£50,000–£500,000+).
- To build and maintain excellent relationships with a portfolio of funders and prospects, with a focus on personalised stewardship and long-term partnership development.
- To take a lead role in identifying, cultivating and securing new business, working with the High Value Operations team and other fundraising colleagues to grow a strong and diverse
- To develop and maintain relationships with senior trust contacts, including trustees and decision-makers, adapting communication style and engagement approach to suit different trusts and trustees
- Build strong relationships with service heads and staff across Crisis, to identify funding opportunities, and ways to involve supporters.

#### Communication

- Confidently communicate the complexity of homelessness, inspiring support at the highest level.
- To lead on the development and delivery of high quality funding proposals and reports to high-value funders, ensuring alignment with Crisis' strategy, programme priorities and supporter interests.
- Represent the Trusts and Statutory Team across the organisation at all levels.

#### Strategy, Planning and Reporting

- Work closely with the High Value Operations team and Crisis colleagues to gather accurate information from across Crisis' services and strategic priorities needed to develop compelling cases for support and an unrivalled supporter experience.
- Use time and resources efficiently to develop a productive prospect pipeline, using moves management techniques to progress relationships and generate momentum across your portfolio.
- To work with the Senior Trusts and Statutory Lead and Head of Philanthropy and Development to shape the team's strategy, including identifying gaps, risks and opportunities, and contributing to long-term planning.
- To contribute to a culture of insight and continuous improvement by using data to monitor performance, forecast income and share learning.
- Responsible for developing funding strategies and budgets for major proposals, in collaboration with colleagues across Crisis.
- Responsible for pipeline development, performance tracking and income forecasting of your portfolio

## Senior Trusts Executive – Job Pack

### General responsibilities

- Ensure Crisis' values and 'supporter-in-the-room' ethos are embedded in all decision-making.
- Actively encourage and support member (client) 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 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. Demonstrable experience of securing high-value gifts at the five- and six-figure level from Charitable Trusts, Foundations or statutory funders.
2. Proven track record of developing new business and converting cold prospects into long-term funders.
3. Experience of building tailored, strategic relationships with senior trust contacts, including trustees and advisors.
4. Excellent written and verbal communication skills, with the ability to create compelling proposals and reports, and to adapt messaging for different audiences.
5. Strong influencing skills, with experience of working cross-organisationally and leading internal collaboration.
6. Ability to plan, prioritise and deliver against income targets, while balancing longer-term strategy with in-year goals.
7. Experience of monitoring and evaluating fundraising performance, using insight to inform decision-making.
8. Commitment to Crisis' purpose and values, including equality, inclusion and supporter-led fundraising.

#### Desirable

1. Experience of Microsoft Dynamics or similar CRM database (Salesforce, Raiser's Edge).
2. Knowledge of homelessness charity work and issues.

*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 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 HR Team on 020 7426 3814 / 3819 / 3864 or by email at [human.resources@crisis.org.uk](mailto:human.resources@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.

## Senior Trusts Executive – Job Pack

### 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 as well as the national and sector media where we advertise most of our roles.

### 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 or put in responses against all the person specification points where previously you hadn't.

## 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](mailto:jobs@crisis.org.uk) for support.