

CHICKS

Trusts and Major Gifts Manager Recruitment Pack



A welcome from the team at CHICKS

Dear Applicant,

Thank you for requesting an application pack for the position of Trusts and Major Gifts Manager at CHICKS. This role is within the Fundraising & Development Team and is responsible for developing and implementing plans to raise funds from trusts, foundations and similar grant providers.

CHICKS has been through a period of change, building on the foundations of 27 years of excellence in the delivery of respite breaks for young people from across the UK. We are now focused on building a future that guarantees our support for thousands more young people in a manner that is relevant, sustainable and ensures we are equipped to handle the challenges in the years ahead.

We have a new and exciting plan for the next few years, including a new brand launch in 2020. Our strategy combines our commitment to improve the quality and consistency of our support for young people, shaping a confident charity that builds upon its established values and resources, alongside real enthusiasm and confidence to grow for the future.

This role will manage a broad portfolio of trusts and foundations and a number of major donors, building and maintaining long-term relationships, as well as creating a pipeline of new funding opportunities. In addition, the successful candidate will work alongside the Chief Executive Officer and the Director of Fundraising & Development to contribute to the strategic development of fundraising and have a voice for future thinking at CHICKS.

We believe that people are the key to our future success and aim to ensure that the charity is a great place to work by providing an environment where staff are valued and where excellence is the norm. Our organisational values mean that:

- Our retreats and workplaces will encourage fun, develop a spirit of adventure, be creative and create positive memories in a relaxed environment;
- Our staff will enjoy a safe space, be respected and highly trusted. We will always help to develop and find the best in people;
- Everyone involved will feel like they are part of CHICKS - a group that cares, supports and nurtures each other, and;
- Our staff and young people will be provided with opportunities that are challenging and exciting and that provide life changing and transformational moments.

CHICKS is an ambitious charity and if you relish a challenge and have the determination to succeed then we very much look forward to meeting you to discuss the role further. If you would like to discuss in more detail, we would welcome the opportunity to speak with you. Please email HR@chicks.org.uk or contact the office on 01822 811020.

Best Wishes,

**The CHICKS
Team**



About us

The Charity

CHICKS is a national children's charity providing free respite breaks to young people aged 8-17 from all over the UK who would really benefit from a break from their home lives. We were established in 1992 and since then we have provided over 16,000 young people with a much-needed break.

We believe that every young person has the right to make positive childhood memories. A CHICKS break inspires new confidence and gives young people the chance to have fun, enjoy new experiences and relax. More than anything, it gives them the chance to just be children.

The Young People

The young people we support come from a variety of backgrounds. They might be living in poverty, be young carers, be victims of bullying or abuse, or have been bereaved. The one thing they all have in common is that they could really benefit from a week away from their circumstances.

Young people are referred to us by professionals such as teachers and social workers, so we can help those who need our support the most.

The Breaks

Each week from February - December, 16 young people come to stay at one of our retreats. The young people are accompanied by three fully trained members of the CHICKS team, as well as a team of incredible volunteers.

The breaks are fun and exciting, whilst also providing opportunity for rest and relaxation. The young people have the chance to take part in new activities and enjoy new experiences, and we always make the most of the beautiful countryside that surrounds our retreats

Each week is specifically tailored to fit the needs of each group. This means that every break is unique, but each one has elements of: Adventure, Relaxation, Creativity and Imagination.

Our philosophy is that each young person who comes to CHICKS is given equal respect, regardless of their background or history.

The Impact

While a week of respite may seem short, CHICKS breaks have a long-lasting impact. Referrers frequently report that young people have increased confidence and self-esteem, are more willing to try new activities, and have learnt new social skills.

Aftercare

Each young person leaves CHICKS with a memory bag containing small mementoes of their break, including diaries of the week, photo compilations and certificates. We also send every young person a birthday card and a few small Christmas presents in the year following the break, making sure they feel valued and cared for.

All the young people who attend a break can return to CHICKS in the following years if they are still subject to the same circumstances and may come on multiple breaks. This allows us to build trusting relationships with them, giving them continuity and ensuring they have something exciting to look forward to.



Governance

Our Trustees play a pivotal role in guiding the charity to operate at the highest professional standard, with the aim of helping as many young people as possible. In 2018, we adopted the Charity Governance Code to support our continued commitment to improvement and effectiveness.

The primary role of our Trustees is to work constructively with other board members and staff to support the good governance of the charity, ensuring that the purpose of the charity is fulfilled, the charity is well managed, financially viable and working within the requirements of the law, regulation and its funders. Overall responsibility for the charity lies with the Board of Trustees who delegate the day to day running to the Chief Executive and the Senior Leadership Team, which includes the Director of Fundraising & Development.

Our Board of Trustees

Chair of the Board: Stephen Brearley

Stephen Brearley is Customer Business Manager for PepsiCo UK, managing the commercial relationship between Walkers and NISA stores across the UK. A qualified Child Protection Social Worker, Steve worked for Wokingham Borough Council Children's Services for over six years. Additionally, he has significant experience working with young people residentially at Barnardo's and has managed a number of youth and community projects and football teams for vulnerable young people and care leavers in Berkshire.

Steve has an LLB in Law and a Masters in Children and Families Social Work. He has been active with CHICKS for the past 15 years as a volunteer, referral agent and Respite Break Leader, and has been a Trustee since 2012. Steve is also a Director of Basingstoke Voluntary Action and the Camrose Centre, which are organisations that support the voluntary sector and street homeless in Hampshire. Steve became Chair of CHICKS in May 2019 and is also Chair of the Young Person's Action Group.

Ken Cherrett

Ken became a Trustee of CHICKS in 2002 and is the Chair of the Finance & Audit Action Group. The Senior Independent Director on the Board of Registry Trust Ltd (Registry of County Court Judgments and related services), he was formerly the Chair of Cifas, the UK's Fraud Prevention Service, for 25 years from 1991 to 2016. He later joined TSB (now Lloyds Banking Group plc) for 34 years, holding various director positions, including being appointed the first CEO of Trustcard and on the European Board of VISA. He subsequently became CEO of PSL, which is now the Institute for Collaborative Working.

Andrew Fraser

Andrew became a Trustee of CHICKS in 2018 and has taken on the role of GDPR Lead for the Trustees. Andrew qualified in Economics and Business Studies and is an Education Guardian for overseas students, working for Oxford Guardians. Following a career in sales, marketing and business development, Andrew founded Business Interiors, an interior design and fit-out solutions company and, after 20 years of being the sole Director, sold the business and is now enjoying retirement. In addition to his involvement with CHICKS, Andrew is also a committee member of a local Cancer Research UK fundraising group.

Governance

Andrew Ryde

Andrew joined the CHICKS Board in November 2015. He is a Managing Director in London for the Canadian Bank CIBC, where he is responsible for their European Debt Capital Markets business. He is Chair of the CIBC Children's Miracle Foundation and it is through his work with this charity that he first became involved with CHICKS. A Geography graduate from the University of Sheffield, Andrew has worked in the City for over 25 years and is married with two young children.

Graham Horner

Graham is Managing Director of Simpson Travel and has nearly 20 years' experience in marketing, loyalty and digital. Graham's career started at dunnhumby, the company that powered Tesco Clubcard. He then moved to roles at the Nectar Card and Coca-Cola, before becoming Marketing Director of the Telegraph in 2009. In 2014, he moved on to luxury travel company Scott Dunn where, as Chief Marketing Officer, he oversaw the digital transformation and international expansion of the business and helped treble revenues in five years. It is here that he got involved in CHICKS, bringing the charity on board as a partner and volunteering himself for a week at the Coastal retreat. Graham is also Chair of the Brand Action Group.



Paul Williams

Paul was appointed to the Board of Trustees in 2015, having recently retired as Founder Chairman of a national company of surveyors. Paul, a chartered quantity surveyor and project manager with a wealth of experience of major construction projects throughout his career, has used his business expertise to guide and advise the charity on its property maintenance, development, construction compliance requirements and contractual standards. Paul also works closely with advising the Facilities team at CHICKS.

Robin Barlow

Robin is a Fine Art Consultant and Valuer working as sole practitioner from his home in South Devon. He is a past County President of St. John Ambulance, a Council Member of the American Museum in Britain at Bath, a Trustee of the Britannia Museum (BRNC Dartmouth) and a former Trustee of the Devon Community Foundation. He is a Liveryman of the Worshipful Company of Arts Scholars and a Freeman of the City of London. He served as High Sheriff of Devon in 2012/13 and is a Deputy Lieutenant of the County.

What are we looking for?

We are looking for an experienced trusts and major gifts fundraiser to work for the charity in its next phase of growth. The successful candidate will be dynamic, focused and committed to take on the challenge of developing a strategy whilst help in taking the charity to the next level.

You will be a proven leader with excellent organisational skills and prior management experience, be able to demonstrate your ability to motivate a team and have a strong track record of achieving success and growth. You will be confident in managing a range of trusts and/or major donors, submitting high quality proposals and applications to potential donors. Alongside this, you will also have experience of networking and working closely with donors to build relationships.



Role description & responsibilities

Role: Trusts and Major Gifts Manager (Grade 5: £28,452 - £35,000)

Responsible to: Director of Fundraising & Development

Responsible for staff: Trusts Team

Scope & Purpose:

The post holder is responsible for developing and implementing plans to raise funds from trusts, foundations, similar grant providers and major individual gifts. Portfolio management of Trusts and major donors, building and maintaining long-term relationships with new and existing funders and the continual creation of a pipeline of funding opportunities.

Main Responsibilities:

- Line management, support and development of the Trust team
- Continue the growth of income streams
- Prepare and support robust plans to meet annual and monthly income targets
- Submit high quality multi-year proposals and applications to trusts and major donors
- Provide excellent donor stewardship to existing supporters through high quality updates and reports, face-to-face meetings, project visits and events
- Regularly conduct and manage extensive and timely research into new trusts and major gift sources
- Manage the collection and collation of materials such as case studies and photos
- Work collaboratively with colleagues across the UK to maximise opportunities and ensure consistency
- Ensure all necessary agreements are in place, and due diligence is undertaken, prior to proceeding with accepting significant gifts/grants

Main Responsibilities (continued):

- Contribute to the strategic development of the Fundraising & Development team by contributing to annual planning, reporting on objectives and reporting against income and expenditure budgets
- Manage the recording of restricted income and report appropriately
- Maintain accurate and up to date information on Raisers Edge database in compliance with data legislation, including a record of communications and asks made
- Continue to develop the knowledge and skills required to fulfil the responsibilities of the position, including understanding any key external influences in trust fundraising
- Prepare regular reports on your activities as required by your line manager
- Prepare reports as required by the COO and Finance Manager
- Develop, support and make effective use of volunteers wherever possible
- Ensure that support by volunteers, donors or partners is promptly and appropriately recognised

General Duties:

- Positively promote the work of CHICKS both internally and externally, and be a representative at stewardship and cultivation events
- Prioritise tasks to ensure maximum return on investment of your time and resources
- Willingness to travel, as required to support meetings or to achieve agreed objectives
- Willingness to work unsocial hours, including evenings, weekends and stayovernight
- To work in line with the CHICKS Mission, Vision, and Values consistently, working with others to provide a supportive, responsive, environment and services
- To present a positive image of CHICKS at all times, through every aspect of your work
- To ensure that all CHICKS policies, procedures, and agreed protocols are adhered to
- To contribute to the planning, review, monitoring and reporting processes and activities
- To participate in team meetings and activities and represent CHICKS at other meetings as agreed
- To respect the rights of individuals by maintaining confidentiality and working in line with GDPR legislation
- To attend training courses as identified and agreed for appropriate development
- To undertake other duties not specifically stated above, which from time to time are necessary without altering the nature or level of responsibility involved
- To make a commitment to improving CHICKS environmental impact by means of energy saving and recycling in the workplace



Role description & person specification

Person Specification:

- Experience of fundraising for a minimum of two years, in a trusts or major gift role
- Track record of generating income and securing five figure gifts from Trusts and/or Major Donors, including multi-year gifts
- Experience of excellent account management of donors and liaising with internal and external stakeholders
- Experience of cultivating, building and maintaining relationships with new and existing funders
- An articulate, persuasive and engaging communicator with the ability to adapt the message to the audience concerned
- Strong written skills plus the self-confidence to establish and manage beneficial relationships, gained either within or outside the charity sector
- A self-starter, using your own initiative, with good self-management skills
- Target driven, with a positive, problem solving attitude and determination to succeed
- Excellent attention to detail, including financial control, project management and the ability to adhere to deadlines
- Strong computer skills with the ability to use client relationship management database software. Experience of Raiser's Edge is desirable
- Ability to show a commitment to professional standards and apply industry best practice to all aspects of the role
- Full Drivers Licence and access to a car is essential
- Good humoured and approachable

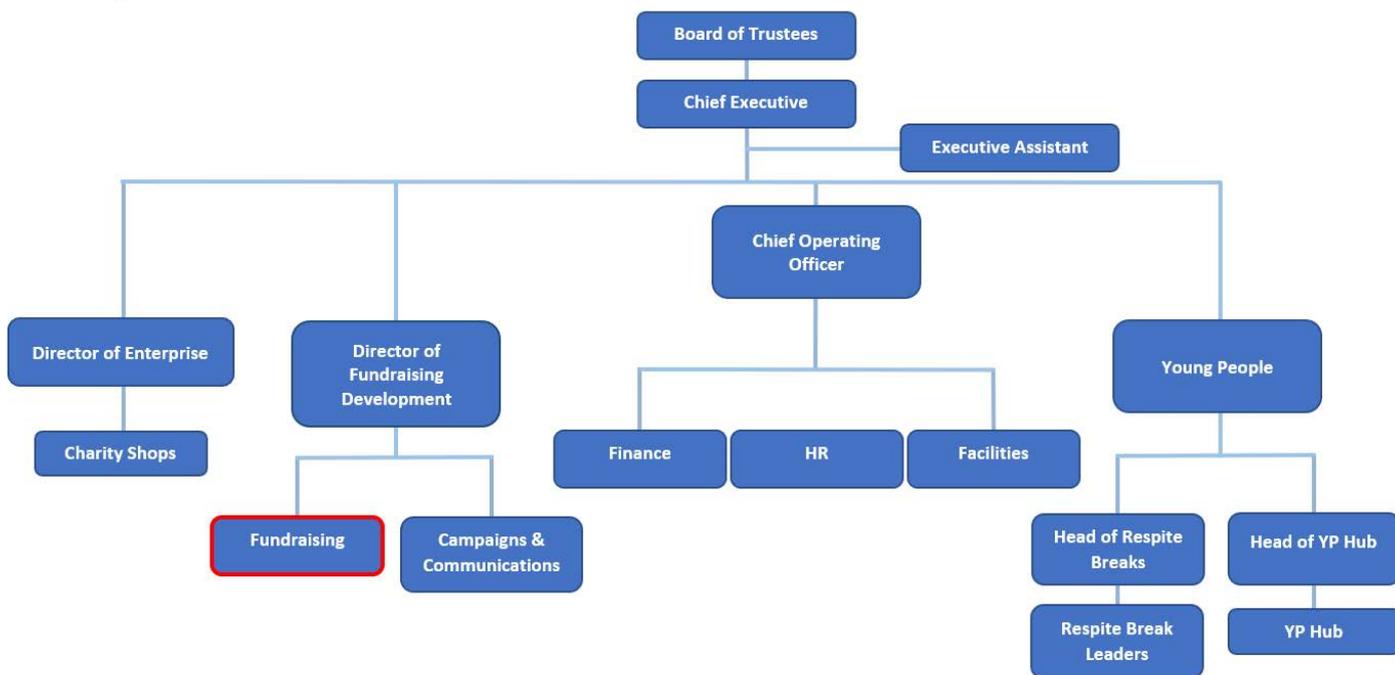
Health & Safety:

- To undertake regular risk assessments and take any necessary action to avoid potential health and safety hazards
- Having read CHICKS Health and Safety manual, ensure compliance at all times with CHICKS Health and Safety Policies including accident reporting procedures; fire drills and first aid facilities
- To liaise with the appropriate person on all Health and Safety matters where required

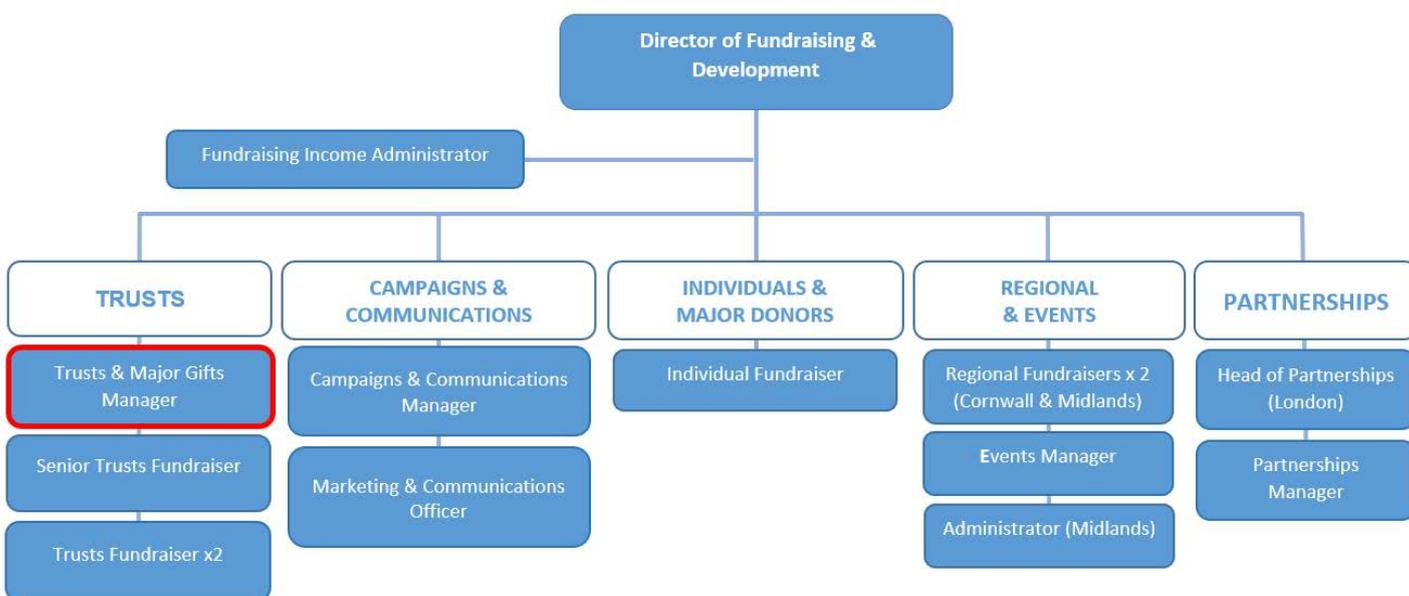


Organisational Structures

CHICKS Organisational Team Structure:



CHICKS Fundraising Team Structure:



What We Do for You

What kind of an environment will I be working in?

You will be working with an ambitious and friendly team which enjoys working together. At CHICKS we encourage creativity and fun so there are many ways of building relationships with your colleagues through a variety of regular social events, staff days and workplace activities to soon have you feeling as part of the family.

Where will I work?

You will be working across our retreats, as well as our Head Office at Buckfast; with frequent travel. Your office base will be dependent on location of the successful candidate.

Where can I park my car?

We have a free, spacious car park adjacent to each office so there's no need to worry about parking.

How much holiday do I get?

We will give you 28 days paid holiday, plus bank holidays (pro rata).

What happens if I become ill?

Don't worry; we give our employees up to 8 weeks paid sick leave following the successful completion of the probation period.

What about parental leave?

We provide up to 12 weeks paid maternity or adoption leave, up to 2 paid weeks for paternity leave and shared parental leave arrangements, following the successful completion of the probation period.

Will you help me save for the future?

Yes, CHICKS provides a workplace pension, and all eligible employees are automatically enrolled into our scheme 3 months after commencing working with CHICKS.

How will you help with my professional development?

CHICKS operates a workplace review process where emphasis is put upon always being curious in learning new skills, developing oneself and others. Development opportunities will be frequently explored, and you will have access to training courses, mentoring and seminars.

How will you review my salary?

You will be reviewed in your job at the end of each appraisal year. All employees' salaries are reviewed annually based upon this.

What other support do you offer?

We consider the wellbeing of our people to be greatly important and so should there be an aspect in which more support is needed, we will do what we can to help. Currently, we offer all members of staff a free counselling service should they feel they need to speak to someone outside the charity and also have a free on-site gym at our Buckfast site, available to staff.

Is there as opportunity to engage with the children?

It is so important to see what the charity does on a first-hand basis, so we encourage all staff to take the opportunity to attend a break and get involved with lots of other fundraising events and activities.

How to Apply

For a conversation about this role and the opportunity to join CHICKS, please contact:

- Genevieve Jones, HR Coordinator at CHICKS: HR@chicks.org.uk or 01822 811107

The closing date for applications is midday on Friday 6th March.

Please submit the application form outlining your motivation for applying and highlighting how your skills, knowledge and experience meet the requirements of the role of Trusts and Major Gifts Manager, as set out in the brief.

Applications should be sent to hr@chicks.org.uk with reference CHICKS TRUSTS AND MAJOR GIFTS.

Timetable

- Closing Date for Applications: **Friday 6th March**
- Formal interviews will take place as soon as possible.

We will be reviewing applications as soon as they come in so please ensure that you act quickly if you are interested in this post. CHICKS reserve the right to close this advert prior to the closing date specified, should we find the suitable candidate.

CHICKS recognise the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage applications from people of all backgrounds.

For further information, please visit:

- Our website: www.chicks.org.uk
- Our 2018 Impact Report: <https://www.chicks.org.uk/about-us/impact-report/>
- Our 2018 Annual Accounts: <https://www.chicks.org.uk/about-us/annual-accounts/>
- Our latest magazine: <https://www.chicks.org.uk/about-us/magazine/>

