

<b>Job Title:</b>	<b>Supporter Development Manager</b>
<b>Accountable to:</b>	<b>Head of Engagement?</b>
<b>Conditions:</b>	
<b>Hours of work:</b>	35 hrs per week (Part time will be considered)
<b>Base:</b>	Church House, 27 Great Smith Street, London, SW1P 3AZ (currently home-based, some home working available after lockdown ends)
<b>Salary:</b>	£32k-£35k
<b>Contract:</b>	6 month contract, may become permanent
<b>Annual Leave:</b>	22 days plus Bank Holidays and Office Closures
<b>The organisation:</b>	<p>Church Urban Fund (CUF) is the Church of England’s social action charity. Our aim is to build a more just and flourishing society. At the local level, we do this by equipping and enabling local communities to address the needs in their area. At a central level, we help shape and influence national perspectives with this local knowledge and practice.</p> <p>CUF is a unique organisation. We were established 30 years ago as a response to the ‘faith in the city’ report which highlighted the growing spiritual and economic poverty in British inner cities. Since this time, we have evolved from a grant-making organisation into a multi-faceted organisation which includes the subsidiary charities Just Finance Foundation focused on a fairer financial system, and building financial capability in communities, and Near Neighbours which focusses on community cohesion, inter-faith projects and youth leadership development.</p>
<b>Purpose of Role:</b>	<p>Heading up a small team, the Supporter Development Manager will work to inspire new relationships with donors and lead existing key supporters into greater involvement and giving to The Church Urban Fund.</p> <p>You will play a lead role in bringing the necessary income to support our work across England, as we support and inspire church social action.</p> <p>Once travel is permitted, the role will lead on all engagement and fundraising events across the country.</p> <p>The post holder will also work alongside colleagues to maximise income generation and awareness for Church Urban Fund and its core programmes; Near Neighbours, the Together Network and the Just Finance Foundation.</p> <p>The post holder will line manage two fundraising and database staff and will work alongside the Head of Engagement, to develop and test new income generation strategies.</p>

### **Principle responsibilities to include:**

1. Achieving income targets and growing the volume and value of regular and irregular giving
2. Developing and building relationships with existing investors/donors, responding to their requests and keeping them up-to-date about the work of the organisation
3. Leading on the writing and disseminating of regular donor communications, including appeals, and newsletters.
4. Managing the development and implementation of social media and other digital campaigns to acquire new donors
5. Developing and implementing policies for effective supporter care and managing the day to day operation of individual and church giving
6. Managing the process for ensuring that all individual, HVD and clergy data is recorded and stored accurately on the database
7. Managing all aspects of CUF's events programmes to maximise participation and income generation
8. Identifying events (Christian based, other faiths and secular) to engage with new supporters and other charity prospects and partnerships, liaising with colleagues as appropriate
9. Engagement and relationship building with our supporters to source stories, news and new fundraising opportunities 'on the ground'
10. Ensuring timely and accurate processing, recording and acknowledgement of donations
11. Provide supervision and line management support to a small team of fundraising staff

### **Person Specification**

**The person appointed would be expected to demonstrate the following experience, skills, characteristics and qualities:**

#### **Experience, Skills, Experience and Characteristics**

- Demonstrable experience of building strong relationships with customers, suppliers, clients or supporters to achieve strategic goals
- Experience of meeting income targets
- Good written skills, especially the ability to produce motivating and engaging copy
- Proven track record of using digital and traditional marketing and communications to achieve organisational objectives
- Able to embrace change, innovating, adapting and responding to challenges and opportunities
- Ability to work across teams and departments in a collaborative manner and to proactively engage colleagues on projects and initiatives.

- Highly IT literate, including Microsoft Office and databases (we use Salesforce)
- Numerate, comfortable with data and the ability to handle budgets
- Excellent project management skills, bringing in projects on budget and within deadline
- Comfortable with a varied workload, including project management and delivery.

**To apply, please send a CV and a covering letter outlining your suitability for this role, to:**

**[sarah.wallace@jff.org.uk](mailto:sarah.wallace@jff.org.uk).**

**Closing date: 31<sup>st</sup> May 2020**

**Church Urban Fund is an equal opportunity employer and values diversity**