
Job Description: Fundraising Manager

JRS Mission and Work

The Jesuit Refugee Service (JRS) is an international Catholic organisation, at work in over 50 countries with a mission to *accompany*, *serve* and *advocate* on behalf of refugees and other forcibly displaced persons. JRS in the UK has a special ministry to those who find themselves destitute as a consequence of government policies, and those detained for the administration of immigration procedures. JRS UK runs a Day Centre, offers practical advice and support, recreational activities and a small hosting scheme (*At Home*), and a specialist legal advice service for destitute asylum seekers; and detention outreach services to Heathrow IRCs. Most of our work is remote due to COVID-19 restrictions, but we are slowly beginning to re-open our face-to-face work. The work of JRS UK is carried out in collaboration with other JRS offices around the world, other Church and secular organisations, voluntary and governmental, which are active in the same field.

JRS values

JRS is grounded in Catholic social teaching and draws on the charism and principles of Ignatian spirituality. Staff and volunteers share a common set of values concerned with justice and the dignity of the person. As a Jesuit work, participative discernment and reflective practice are part of our ethos. If the successful candidate is not familiar with the spirit and charism of the Jesuits, there will be the opportunity to develop it through training, workshops and days of retreat.

The Fundraising Manager

JRS UK is looking to recruit an experienced Fundraising Manager on a full-time basis to develop and steward relationships with JRS supporters, with a particular focus on individual giving. You will work as part of the Communications and Outreach team, reporting to the Communications and Development Manager.

The role seeks to develop JRS UK's individual giving portfolio, both through regular giving and one-off donations. This will involve acquiring new donors and working with the wider Communications and Outreach Team to develop an engaging donor journey, which encourages long-term support of JRS. The Fundraising Manager will be responsible for managing the end-to-end delivery of individual giving activity across a range of channels and for recruiting, stewarding and deepening support of JRS UK. The ideal candidate will enjoy getting to know people, understanding their motivations to support JRS UK – be this through financial giving, volunteering their time and skills, or through faith communities.

You will have prior experience of creating and delivering successful fundraising campaigns to grow income, utilising both traditional and digital techniques. Excellent communication skills and the ability to speak and communicate confidently is essential.

The Fundraising Manager will play a pivotal role in ensuring JRS UK diversifies and stabilises its income streams, ensuring the organisation can continue to accompany and support refugees and those who are forcibly displaced.

JRS UK aims to pay close attention to the experience of refugees it accompanies and all its external communications give priority to their voices, taking care to portray refugees as people with dignity, gifts, joys, hopes and sorrows. JRS UK fundraising activity fits within these broader ethical communications guidelines.

Responsibilities

Supporter engagement and stewardship:

- Work with the Communications Team to develop a donor journey that ensures long term support from individuals;
- Regularly speak to JRS supporters to thank them for their support, and to understand their motivations for continuing to support JRS UK;
- Co-ordinate the JRS UK quarterly postal newsletter;
- Develop Legacy marketing for JRS UK and collaborate with Your Catholic Legacy;
- Public speaking on behalf of the organisation will be expected, and will be supported by other members of the Communications and Outreach Team.

Income generation:

- Maintain, steward and deepen an effective individual giving portfolio, including regular giving products, Refugee Gifts, stand-alone appeals, supporting individual fundraisers (e.g., London Marathon), and Gift Aid marketing & analysis;
- Agree and evidence income targets with the Communications and Development Manager and the Director;
- Regularly report on fundraising progress;
- Ensure all fundraising activity is in-keeping with the Fundraising Regulator's Code of Fundraising Practice and is compliant with fundraising regulations;
- Ensure all fundraising activity is in keeping with JRS UK's values and guidelines around the portrayal of refugees.

People management:

- Line manage part-time fundraising administrator
- Recruit, train and manage volunteers as needed, with support from the Communications and Development Manager.

Donor data management:

- Identify, research and record potential donors for JRS UK;
- Synthesise and organise relevant donor information and records through the JRS Donor Database (Salesforce);
- Ensuring that individual donor contacts and activity are accurate and kept up-to-date on our donor database (Salesforce);
- Ensure that all personal data is gathered, held, and used in-line with relevant data protection regulations.

Supporting Strategy:

- Contribute to the development of an organisational fundraising strategy, with a specific focus on individuals;
- Ability to plan, implement and measure impact of donor acquisition and donor engagement strategies;

Other

- To undertake such other duties and responsibilities as the Communications and Development Manager or Director may from time-to-time request. JRS UK is a small team and all staff are occasionally called upon to support the work of others.

Person specification

Essential

- Deep sympathy and congruence for mission and values of JRS;
- Positive, approachable and professional, with a 'can-do' attitude;
- Work with integrity, impartiality, fairness and the ability to respect confidences;
- Demonstrable experience of working in an active fundraising team;
- Proven experience of running successful fundraising appeals;
- Experience using a donor management database/CRM, preferably Salesforce, and training others to ensure accuracy of data;
- Experience of building strong and effective relationships with existing donors, potential supporters and other stakeholders;
- Competent and comfortable using e-mail and social media platforms (e.g. Mailchimp and Hootsuite);
- Excellent attention to detail and accuracy;
- Excellent organisational skills used in planning own work and ability to work to targets and deadlines;
- Excellent written and oral communication skills;
- Ability to write persuasively and succinctly to inspire;
- Numerate, particularly in preparing budgets for appeals;
- Working understanding of GDPR and other relevant legislation;
- High standard of computer literacy (Microsoft Word, Outlook, Excel, PowerPoint, databases);

Desirable

- Previous organisational or individual membership of CharityComms or the Institute of Fundraising;
- Experience of line-management;
- Experience of accompanying refugees, asylum seekers or vulnerable individuals;
- Understanding and experience of working (or volunteering) in a faith-based context;
- An ability to think strategically and creatively to identify new sources of funding;
- Understanding and experience of event planning and management.

Key relationships

- Reports to the Communications and Development Manager;
- Line manage the part-time fundraising assistant;
- You will need to build relationships of trust with refugees served by JRS;
- You will build strong relationships with donors to JRS UK;
- You will need to build strong working relationships with JRS UK staff and volunteers.

Duration:	Permanent
Hours:	Full-time (37.5 hours a week); open to part time for the right candidate or a job share.
Location:	Office-based, Wapping, London (currently working from home due to COVID-19 restrictions). Open to applications from candidates looking for a longer-term hybrid home/office working.
Salary:	£32 – 36K
Pension:	Additional 10% of salary of employer's contribution

The person must be permitted to work in the UK; (JRS UK is not able to obtain a work visa for this post).