

JOB DESCRIPTION

Grief Encounter was set up in December 2003 to ensure that bereaved children and their families receive the best possible support following the death of a parent, sibling and someone close. We deliver both local and national bereavement services. Please see our website for further information: www.griefencounter.org.uk

JOB TITLE:	TRUSTS MANAGER
SALARY:	£38,000 to £40,000
LOCATION:	Mill Hill, London NW7 4ST. We are pleased to be able to offer hybrid working, with up to a maximum of 2 days worked from home each week
CONTRACTED HOURS:	40 hours a week (inclusive of one hour paid meal break daily).
RESPONSIBLE TO:	Head of Partnerships

Our Vision: A world where no child grieves alone.

Our Mission: To help bereaved children, young people and their families find hope and healing.

Our Values are very important to us and, as a member of the Grief Encounter team, you would be expected to hold these in your day-to-day work:

- **Belonging:** Through times of grief, we deeply understand the profound influence of community. We honour heritage, diversity and important bonds that nurture our sense of self and our collective contributions to provide hope, healing and fulfilling lives.
- **Courage:** We're not afraid to face grief head on and tackle difficult conversations openly and honestly with others. This gives everyone the courage to freely express their emotions and actively participate in making a difference.
- **Dedication:** We dedicate ourselves to the lives of bereaved children and families. With unwavering resolve, we champion the needs of every child to shape hopeful futures with care, warmth and positivity, nurturing the past, present and future lives.

JOB SUMMARY:

Your role will involve:

- Researching and applying for relevant funding streams to exceed the team's annual fundraising target, which is £439k for 2025-26 (financial year Aug-July) of which £50k has been secured to date.
- Building and maintaining excellent working relationships with a portfolio of current and prospective funders.
- Working with colleagues to package existing services into compelling proposals as well as supporting with developing new project proposals. These should reflect organisational strategy and match the funder's priorities.

MAIN DUTIES & RESPONSIBILITIES:

Strategy and planning

- Contribute to a robust and successful trust strategy as part of the organisation's overall fundraising strategy.
- Contribute to a trust fundraising plan as part of the annual planning and budgeting cycle and present recommendations to line manager.
- Coordinate a "Workplan" with clear deadlines, monetary targets and prospective projects.
- Ensure sufficient value of applications are in place to achieve and exceed target.

Account management

- Produce compelling, persuasive and professional grant applications and associated budgets to secure and renew funding, always aiming for multi-year, unrestricted gifts.
- Develop and write concise, timely, and captivating grant reports to cultivate relationships with donors and to encourage repeat donations and grant renewals.
- Continuously monitor and evaluate the progress of services we deliver to be able to report on and illustrate the impact of donations.
- Manage and organise production of current, accurate and compelling templates for applications and reports, ensuring they are on brand.

New business

- Identify and research prospective trusts, foundations and income opportunities with other grant-making bodies.
- Develop robust plans detailing ways to maximise income via Trusts with clear processes to deepen and strengthen relationships with donors.
- Identify opportunities to "go the extra mile" in delivering exceptional stewardship to funders.
- Work closely with the clinical team to develop an in depth understanding of the services we deliver, staying up to date with current needs, highlights, reach, priorities, learning and adaptations, and partnerships, ensuring that these are reflected as needed in applications and reports to current and prospective donors.

Working with colleagues

- Build effective relationships with colleagues to support with writing applications and reports.
- Work well with Head of Partnerships which means consistent, outstanding levels of communication and efficient ways of working and respect for each other's skills and experiences to ensure an effective working relationship.

Other

- Other roles as requested which may include supporting with corporate charity of the year applications and stewardship, researching major donors and helping ensure the smooth running of events.
- Use eTapestry (CRM) system to record comms, meetings and actions/agreements accurately and regularly, and ensure income is accurately recorded.
- Uphold, safeguard and promote the organisation's values and philosophy relating particularly to ethics, integrity, corporate and social responsibility and environmentally sound policies and procedures.

PERSON SPECIFICATION

Qualifications

- Qualified by experience.

Skills & Experience

- Have a proven track record and at least 2 years' experience within a Trusts and Foundations team including writing high-quality applications, reporting on the impact of funded projects, and securing 5-figure grants and donations.
- Experience of working with corporates is desirable.
- Have a high-level of financial literacy including an ability to produce clear and accurate budgets and being able to read and capture information from financial reports and accounts.
- Have strong communication and interpersonal skills including experience of delivering funding pitches in-person and/or over the phone.
- Be proactive and able to prioritise your workload to deliver multiple projects simultaneously at the same high standard.
- Can set clear direction and forward-thinking realistic plans.
- Have a competent level of computer literacy, including use of Microsoft Outlook, Word, Excel, PowerPoint, and CRM platforms.

Personal qualities

- Able to work from home and work from the office in Mill Hill.
- Have excellent organisational and team working skills.
- Be self-motivated, able to work from home and able to travel to London and other areas as required.
- Can actively listen, seek information, and ask questions to build an understanding of how colleagues, partners, and other internal and external stakeholders operate and what their priorities are.
- Be respectful, non-judgemental and empathic towards clients and colleagues.

- Show a sense of responsibility and commitment to organisational excellence with integrity, honesty and professionalism.

REVIEW:

We will review this job description as necessary to meet the needs of the service on no less than an annual basis in consultation with the post holder.

This post is subject to pre-employment checks including an enhanced DBS check.