

Vacancy

Relationship Manager

Cheshire Community Foundation raises funds to support hundreds of amazing small charities and voluntary groups across the whole of Cheshire and Warrington.

Our aim is to tackle poverty, disadvantage and inequality, helping to build stronger, happier and more resilient communities by connecting people and companies who would like to make a difference with those most in need of help.

Our 2030 vision sets out ambitious plans to grow our income significantly and increase the associated value of grants distributed to local charities, supporting more people living in disadvantage in Cheshire and Warrington.

This exciting new Relationship Manager role is part of the investment being made to enable the Foundation to achieve its vision, build longer-term support and sustainable funding for the most effective local charities.

Main purpose of the job

This is a varied role, featuring a combination of donor stewardship, fundraising, grant-making, and grant management. The Relationship Manager will provide a high-quality level of donor stewardship, inspiring ongoing philanthropic giving, including legacy pledges. Donors are both individuals and families in addition to local and regional businesses. The role will also deliver programme-based funding, in line with contracted requirements, offering professional and competent grant-making through all our programme of grant-making activity, as agreed with the Head of Grants.

The Relationship Manager will maintain partnerships with key local bodies such as the Office of the Police Crime Commissioner and other foundations, ensuring that the grants awarded meet the needs of target groups, the fund holder and the Foundation's strategy to deliver impact.

The postholder will also, as part of their donor stewardship, organise donor visits to charities, complete high-quality impact reporting and provide excellent donor and customer care. This role will ideally be a full-time role, although a more flexible contract c.4 days may be possible.



Key Responsibilities

1. Donor Stewardship

- Liaise regularly with our fund holders and donors to ensure satisfaction with the service provided, inspiring and encouraging ongoing philanthropic giving.
- Arrange visits to projects that are relevant to donors to continue to inspire donors and encourage their engagement with the Foundation.
- Attend the Foundation's events and host donors at these events.
- Produce impact reports for donors, enabling them to feel proud of the difference that they are making and ensure that all donors are supported as required.

2. Programme and Grant Management

- Provide fund-related advice to applicants, where applicable.
- Undertake the assessment of grant applications.
- Produce reports and make recommendations for grant funds.
- Manage selected grant funds to comply with contract conditions, fund holder specifications and the Foundation's interests.
- Manage ratification processes by trustees.
- Ensure all bespoke processes (forms, guidelines) for new funds are prepared in a timely and professional manner, in line with organisation guidelines.
- Request monitoring and evaluation reports from grant recipients, accurately and to deadlines.
- Advise potential applicants on our grant schemes, working with other development agencies, offering alternative funding advice, where appropriate.
- Use grant programmes and specific grants to attract additional donations from existing donors.
- Use Salesforce as well as organisational processes and procedures to deliver swift reporting and data requirements to inform decision making.

3. Financial Management

- Working in conjunction with the finance team, as required, to prepare any financial reports, etc. and liaise with funders and their regulatory bodies, as appropriate.
- Ensure all grant related fee income is taken in a timely manner for activities delivered.
- Assist the CEO, Head of Grants and Head of Fund Development in the preparation and management of the annual budget for grant delivery and income.


4. Other

- Liaise with national bodies, other community foundations and key stakeholders, representing the Foundation at external events, where appropriate.
- Assist the marketing team to publicise successful grants and promote the Foundation with potential donors and funders.
- Take personal responsibility, in discussion with line manager, for identifying training and development opportunities to improve personal performance in the fulfilment of the duties of the post.
- Carry out the duties and responsibilities of the post at all times in compliance with the Foundation's policies, in particular Health & Safety, Equality, Diversity and Inclusion and Conflicts of Interest.
- Undertake any other task as reasonable, requested by the organization.

This job description is not exhaustive; it merely outlines the main duties and is subject to change in consultation with the post holder and should be reviewed annually. The post carries a six-month standard probationary period.

About the ideal role holder

Experience - Essential

- An understanding of grant, fund, or programme/project administration.
 - Excellent written/oral and presentational communication skills.
 - Ability to manage your own workload, project plan and meet deadlines under pressure.
 - Experience of working with a committee structure, particularly at a community level.
 - Sensitivity in dealing with a wide range of people, including vulnerable groups and disadvantaged communities.
 - Ability to analyse applications and make recommendations upon them.
 - Experience of monitoring progress against annual work plans.
 - Some financial management, such as analysis and production of quarterly/annual financial management and monitoring reports.
 - Experience of managing complex projects and programmes successfully within budget and to deadline.
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Experience - Desirable

- A knowledge of the social and economic issues faced within Cheshire and Warrington.
- A knowledge of charitable organisations and their governance.
- An understanding of, and commitment to, the voluntary and community sector.
- Experience of either grant administration and / or grant assessment.
- Previous record of work with private donors, including an understanding of their requirements and motivators.
- Previous experience of using CRM systems e.g. Salesforce.

Essential Skills and Abilities

- Capable, flexible, motivated and an experienced organizer, with attention to detail.
- Hard working, motivated and confident.
- Passion for excellent customer and donor care.
- Flexibility and willingness to take on responsibilities and challenges.
- A quick learner with an openness to new ideas.
- Team player.
- Enthusiastic and approachable.
- Resilient and calm under pressure.
- Tactful, diplomatic, and assertive when dealing with challenging situations.

Additional Information

You will be joining a small, dynamic team, based at our office in South Warrington, working flexibly, sometimes from home, to provide a great service to donors and grant recipients. Some travel around the county may be required. The role is ideally full-time Monday to Friday however it may also be possible to consider other options. Annual salary will depend on experience but is expected to be around £30,000 per annum.

Application process

Please apply before 12.00pm on Friday, 14th June 2024 by sending your CV and a covering letter to margaret@cheshirecommunityfoundation.org.uk.

If you have any queries or would like to find out more about the role or CCF then please contact Margaret before the closing date. Interviews will likely be held week commencing 17th June, 2024.

