

Job Title:	Relationship Manager
Job Grade (If applicable):	34,000
Business Area:	Fundraising
No. of direct reports	5
Reports To:	Head of Relationships
Based In:	Harrogate

Overall Job Purpose

To manage the delivery of a multi-disciplinary community fundraising strategy that delivers our fundraised income targets and enables us to achieve our strategic aim of reducing the number of people in Yorkshire that die of cancer by at least 2,000 each year by 2025. Acting as an ambassador for Yorkshire Cancer Research and a first point of contact for supporters within the region, this role will recruit, support and grow a strong network of fundraising volunteers who can represent YCR across the defined regional area.

Key Responsibilities

1. Planning, Implementation and Delivery

1.1 Responsibility for line management of five Regional Relationship Officers and one Relationship Assistant including setting and monitoring of objectives

1.2 Develop a fundraising strategy by researching the regional area thoroughly in order to identify opportunities to maximise income through multi-disciplinary channels.

1.3 To implement the agreed fundraising strategy, targeting prospects as required and appropriate, ensuring that all supporters feel valued.

1.4 Ensure the regional pipeline and work plan are populated and updated accurately, including reforecasting to agreed deadlines.

1.5 To develop a network of third party supporters who fundraise in aid of Yorkshire Cancer Research.

1.6 To work collaboratively with the Regional Team and the Head of Relationships to achieve overall KPI's and non-financial KPI's

1.7 To undertake meetings, presentations, the preparation and submissions of proposals/case for support as necessitated by the fundraising strategy.

1.8 Represent Yorkshire Cancer Research on all Regional Fundraising matters for individual volunteers and for groups and associations, providing them with the resources and recognition.

1.9 To promote and represent the work of the charity in the region, both personally and with the media ensuring the YCR cause is known and supported.

1.10 To liaise with the Events Team to ensure all activities comply with appropriate legal requirements and with YCR's policies and standards.

1.11 To liaise with other fundraising departments to facilitate integrated working, maximise on resources and avoid duplication.

1.12 To maintain open and effective channels of communication with all YCR departments to ensure co-ordinated working practices.

1.13 Identify potential supporters enabling long term sustainable growth.

2. Managing Systems and Reporting

2.1 To maintain up-to-date records and information on Raiser's Edge of every Regional Supporter and Volunteer.

2.2 To use Raiser's Edge to produce action reports, reports on income and monitor responses.

2.3 To compile monthly activity reports on Regional Fundraising activities and monitor against agreed targets and budget.

2.4 To develop and manage a simple system to handle Regional Fundraising enquiries efficiently and effectively.

3. Other

3.1 Leading by example at all times demonstrating key behaviours and attitudes when representing Yorkshire Cancer Research.

3.2 To develop and maintain a thorough understanding of, and ensure compliance with, all legal and contractual requirements associated with Regional Fundraising, including risk assessment, volunteer management practices, DBS Disclosures and activities such as street collections.

3.3 To keep up-to-date with current trends in the UK fundraising market and the charity sector in general through relevant publications, websites, conferences and networking.

3.4 Carry out, as required, any other tasks within the scope of the role to meet the

needs of the charity as directed by the Head of Relationships or the Commercial Director.

3.5 The ability to travel and stay away from home when deemed necessary to meet the business needs.

3.6 The ability to work weekends and/or evenings as required.

3.7 A passion or affiliation for our cause and desire to make a difference.

Standard clauses for all roles:

- **To undertake additional or other duties outside the key job duties within the team and across the Charity, as the Charity may reasonably require**

Role modeling the YCR values day to day

Person Specification

Essential

- Excellent communication skills, written and oral
- Computer and IT literate
- Well organised, able to prioritise and manage own time and work under pressure
- Able to work effectively as part of a team and under own initiative from home base (on occasion)
- Enthusiastic, proactive and results driven
- Able to plan and monitor income and expenditure
- Excellent presentation skills
- Experience of liaising with people at all levels to build effective stakeholder relationships
- Proven record of achieving financial targets
- Excellent project management skills from inception to evaluation
- Able to multi-task, work calmly under pressure and meet tight deadlines
- Highly motivated, positive and solution focused
- A high degree of accuracy and attention to detail
- Line management experience
- Experience of motivating and inspiring teams
- Understanding and familiarity of Safeguarding Children, Young People and Vulnerable Adults, the Equality Act, Data Protection and Health & Safety
- Full driving licence and access to a vehicle

Desirable

- An interest in cancer and health related issues
- Experience of successfully recruiting and managing volunteers
- Interest or previous experience of working in the health sector
- Knowledge of and experience of using Raisers edge

This role profile is a guide to the work you will be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.