**Fundraising, Impact & Evaluation Manager Job Pack**



June 2021

Dear Candidate,

My name is Clare Richards and I am the Chief Executive of The ClementJames Centre, an award winning charity that provides programmes to address underachievement and social exclusion. We support over 2,900 children, young people and adults each year. Our vision is for everyone in our community to release their potential and live fulfilled lives. We achieve this through four key programmes:

* **Employment Support** - Helping people to gain meaningful and sustainable employment. We offer tailored advice and support, mentoring and work skills activities.
* **Children & Young People’s Education** - Helping young people to learn, flourish and achieve their potential. We provide academic support, mentoring, intensive literacy and numeracy support and aspirational activities.
* **Adult Learning** - Supporting adults to improve their English, Maths and ICT skills. We offer a wide range of Functional Skills courses and intensive literacy and numeracy support.
* **Wellbeing & Support** - Empowering people to overcome barriers and challenges and to engage with their own wellbeing. We do this through the provision of information, advice and guidance, and wellbeing support and activities.

Our programmes and services have expanded substantially over the past five years and we have exciting plans for further development. At this important time, we are looking for a high calibre candidate to join our Senior Leadership team as a Fundraising Impact & Evaluation Manager. You will be responsible for working with the CEO, Fundraising Officers and Fundraising and Development Committee in all aspects of fundraising to oversee and develop all fundraising systems/procedures, monitoring and evaluation, the management of existing funding streams, the development of corporate giving and an ambitious capital fundraising campaign.

You will have excellent analytical skills, excellent written English, extremely efficient organisation skills and excellent inter-personal and communication skills. You will be able to demonstrate meticulous attention to detail and will be highly efficient. You will also have passion and enthusiasm for the mission of The ClementJames Centre. If you believe you have the qualities we are looking for and you want to work with us to help thousands of people in North Kensington to overcome barriers and live fulfilled lives, then we would be delighted to hear from you.

If you wish to apply, please email your application to jobs@clementjames.org by 9am on 19th July 2021. If shortlisted, you will be invited to an interview (via Zoom) on 27th July 2021, with the role commencing ideally in August 2021.

The ClementJames Centre is a welcoming and unique place to work and if you would like to speak to a member of staff prior to submitting your application please email jobs@clementjames.org to arrange a phone call.

Yours sincerely,

Clare Richards MBE, CEO

Job Description and Person Specification

Fundraising, Impact & Evaluation Manager

|  |  |
| --- | --- |
| PLACE OF WORK | 95 Sirdar Road, London W11 4EQ |
| START DATE    CONTRACT TYPE | August 2021 (or a mutually agreed date)    Permanent |
| SALARY | £33,050 per annum; we also offer a generous pension scheme, travelcard loan and cycle to work scheme, and an employee assistance programme |
| HOURS OF WORK | Full-time 37.5 hours. The usual working hours for this post are  9.30am - 6.00pm, Monday to Friday. Some additional weekend & unsocial hours will be required. Time off in lieu will be awarded in accordance with our policy document. |
| HOLIDAY | 25 days + Bank Holidays (plus an additional 2 closure days at Christmas and an additional day of annual leave for each completed year of service, up to a maximum of 5 days) |
| MANAGEMENT | This position will be line-managed by the Chief Executive Officer. |
| KEY SKILLS | Excellent written English and communication skills, extremely efficient organisation skills and excellent numeracy skills. |
| TRAINING | There is a comprehensive induction period and on-going opportunities for training and support. |
| APPLICATION | By application form only; CVs are not an acceptable alternative. Please email your application to jobs@clementjames.org. |
| CLOSING DATE | 9am on 19th July 2021. We suggest applicants submit in good time because late applications will not be considered. |
| SELECTION PROCESS | If shortlisted you will be invited to an interview (via Zoom) on 27th July 2021. |

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of his/her job. The ClementJames Centre is an evolving organisation and therefore changes to the employee’s duties may be necessary from time to time.

**Who are we looking for?**

Skills and experience:

* Have at least a Level 4 qualification in a relevant field, **or** have an undergraduate degree
* Have at least 2 years’ experience of working in the voluntary sector or equivalent relevant experience
* Take pride in being supremely efficient, very well organised and be able to develop a clear action plan
* Be someone who actively seeks solutions to problems
* Be self-motivated with a positive attitude and able to work flexibly
* Have excellent written English and be able to analyse and summarise information clearly and accurately
* Have excellent interpersonal skills and be able to communicate effectively with a broad range of people – from users of our programmes to trustees, partners, donors and funders
* Be prepared to roll up their sleeves as part of a small team and undertake detailed tasks as well as having an eye for the broader needs of the charity
* Be highly resourceful and able to learn very quickly
* Have exceptional communication skills with the ability to write very high-quality copy in a range of different styles for different audiences and be an excellent proof-reader
* Have excellent listening skills and be able to understand and assess information quickly
* Be highly computer literate, conversant with Microsoft Word, PowerPoint and Excel
* Be able to work very effectively under pressure, meet tight deadlines, prioritise and pay excellent attention to detail
* Be able to demonstrate flexibility and commitment to taking a full and active part in the life of The ClementJames Centre, adapting to and managing change
* Fundraising and evaluation experience are desirable

**What will your main duties be?**

* To maintain the ethos and values of the charity

**Fundraising Manager Duties**

* To maintain the delivery of high quality funding applications (to include statutory, trusts and foundations and corporates)
* To effectively present the charity to a range of corporates, donors and funders
* To work with the Chief Executive and Fundraising Officers to deliver and manage all funding streams including:
* planning and delivering a funding timetable to meet the needs of the charity’s expansion plan – this will include identifying and applying to new funders
* ensuring that the monitoring and reporting requirements of current funders are met
* researching new funding opportunities and keeping a record of all enquiries
* overseeing all fundraising systems/procedures, including keeping accurate and up-to-date records about donors and their requirements and tracking funding applications and their progress
* maintaining all relevant records on the ClementJames database
* nurturing relationships (by media and written communications, telephone calls and face-to-face meetings) with fundraising contacts, including individual donors and contacts from trust funders and corporate foundations
* supporting donor solicitations and thank yous and producing reports
* To line manage the Fundraising Officers, ensuring they are supported and have access to professional development opportunities
* To provide support to the senior management team and Funding and Development Committee in all aspects of fundraising, particularly in donor campaigns and attending meetings
* To work with the SMT and FDC to produce fundraising reports, materials and other publicity
* To present the fundraising reports at trustee meetings
* To work with the Finance Officer and manage records of giving
* To increase awareness and understanding of the charity’s work and the barriers that it addresses
* To work with the Development Board and other volunteers to support the charity’s fundraising efforts
* To organise and support any fundraising events which may require evening and weekend work

**Impact & Evaluation Manager Duties**

* To lead, develop and deliver a growing portfolio of research, monitoring and evaluation work, in order to gain a deeper understanding of the community’s needs and the Charity’s impact against its vision and strategic priorities.
* To enhance the Charity’s culture of insight-led practice, creating and pursuing opportunities to further advance our understanding of the barriers faced by our clients and what interventions are most effective in addressing these.
* To annually review the Theory of Change (ToC) for each of the charity’s four programmes, including:
* Facilitating workshops and focus groups with staff and clients;
* Collating and analysing findings from the review process, identifying gaps and areas of uncertainty;
* To work with the Chief Programmes Officer and Senior Leadership Team to ensure learning from the ToC process informs strategy and planning.
* To design and facilitate training for staff, as required, on best practice for ongoing monitoring and evaluation.
* To provide ongoing leadership and support to Programme Leads and delivery staff with regards to the design and implementation of tailored monitoring and evaluation tools for their programmes/projects.
* To facilitate learning from and between findings from research, monitoring and evaluation to ensure best practice.
* To analyse the impact of activities across and between programmes and make recommendations to the Chief Programmes Officer and Senior Leadership Team regarding their efficacy.
* To carry out desk research on local statistics and identify relevant external studies in support of achieving ClementJames’ vision and strategic priorities.
* To work with the COO and Development Officer to create the Charity’s annual impact report through collating qualitative and quantitative data gathered across the year.
* To engage with a wide network of internal and external audiences to communicate evidence of the community’s needs and the Charity’s impact.

**General**

* To work with the rest of the office team to provide support to the SMT in relation to the general running of the charity
* To positively promote the work and activities of the charity at all times
* To keep up-to-date with all local competitors, recording and updating important information and circulating it to the FDC and Trustees when necessary
* To ensure compliance with all necessary regulations and legal requirements, including the Children's Act, Equal Opportunities, Health & Safety and Working with Vulnerable Groups
* To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post.

Induction, Training and Supervision

**What support will you receive?**

Our staff are supported from the moment they are appointed. If you are successful, you’ll embark upon a programme of training and support from day one.

**What will the training and induction programme involve?**

The initial induction period includes:

* An introduction to the charity, its values, its governance and its expansion strategy
* An introductory meeting with your ClementJames Buddy (a senior member of the team who will guide you through your first few months at the Charity)
* A tour of the local area
* Structured observations of all programmes
* An introduction to how the head office works
* Specific training sessions relating to each area of your role
* Safeguarding training
* A weekly review meeting with your line manager

Ongoing internal and external training and support will include:

* Monthly reflection meetings with your line manager
* In-house training covering areas such as working styles, time management and public speaking
* Attending annual fundraising conferences
* External training days with the Foundation for Social Improvement (FSI)

What is it like to work in The ClementJames Centre’s Fundraising Team?

 “The ClementJames Centre is a really unique place to work. I started as the Fundraising Officer at ClementJames in March 2013 and it was the perfect introduction into the world of fundraising. Within weeks of joining I was working on multi-year grant applications to charitable trusts and foundations, and working closely with the Senior Leadership Team and Board of Trustees on exciting events to engage the local community and raise the profile of the centre. Being a fundraiser at ClementJames was a thoroughly rewarding role and it is unique in the sector to have such close contact with the beneficiaries. The job also set me up perfectly for a career in the sector. Within 18 months, I advanced to the Senior Fundraising Officer position and then on to working in the trust and philanthropy teams at WaterAid, Médecins sans Frontières and now Tommy’s. I would strongly advise anyone considering an application to apply. You will be working with smart, creative and forward-thinking colleagues and an extremely supportive chief executive and Trustee board.”

Katherine Leach, Senior Philanthropy Manager at Tommy's

“As part of my role as Fundraising & Impact Manager, I recently interviewed Mouna, one of The ClementJames Centre service users, for a case study. During my conversation with Mouna, I asked her why she comes to the centre, to which she answered, “Because it is my second home. They’re my family.” Working at The ClementJames Centre is not like working for other organisations. I could write down countless quotes from service users and staff describing why it is so special.

However, it is only when you walk through the gates and enter our beautiful garden that you start to understand what makes this charity such a unique place to work. Fundraising at ClementJames is a very diverse and varied role, with many opportunities for growth and development. I have loved every minute of my role.”

Leo Reid, Fundraising & Impact Manager at The ClementJames Centre