



Relationship Coordinator Application pack



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Do you want to improve the lives of disabled and vulnerable people?

Humanity & Inclusion UK is an award-winning international development charity that is looking for an experienced, personable, highly organised, relationship manager to join our Fundraising Team. As part of our ambitious plans in the UK, our aim is to achieve step-change in private fundraising, and raise our public profile. If you are keen to work in an international environment, love writing reports and stewarding relationships to ensure maximum supporter care, are happy to be hands on with multiple priorities in a small team, and have a can-do attitude, this job is for you!

Who we are

Humanity & Inclusion is an independent international aid organisation working in situations of poverty and exclusion, conflict and disaster.

Working alongside people with disabilities and vulnerable populations, we take action and raise awareness in order to respond to their essential needs, improve their living conditions and promote respects for their dignity and fundamental rights.

Humanity & Inclusion is co-winner of the 1997 Nobel Peace Prize for its work on the Mine Ban Treaty. We were also awarded the 2011 Hilton Humanitarian prize in recognition of our contribution to alleviating human suffering and supporting the most vulnerable people.



Our vision is of a world where all one billion people with disabilities can fully access and exercise their human rights.

Respect for the rights of people with disabilities has been at the heart of Humanity & Inclusion's approach since it was founded in 1982. Thirty-seven years on, our organisation is still working and fighting around the world to improve the living conditions of people with disabilities and other vulnerable people and to ensure that their fundamental rights, the rights of all, are respected: the right to health, education, employment, accessibility and security.

About Humanity & Inclusion UK

Humanity & Inclusion UK is a member of the Humanity & Inclusion Federation. Since its creation in 1999 (as Handicap International UK), Humanity & Inclusion UK has developed its own sense of identity to suit the UK market within the wider framework of Humanity & Inclusion.

Humanity & Inclusion has an ambitious delivery plan in the UK, as part of our 2016-25 strategy.

Equal opportunities policy

Humanity & Inclusion UK (HI UK) values diversity and welcomes applications from all sections of the community. We particularly encourage applications from people with disabilities.



Employee Benefits

- ❖ All full-time employees are entitled to 28 days holiday per year in addition to UK public holidays.
- ❖ Training and development opportunities are open to all staff, and will be provided in order to support them to fulfil their roles.
- ❖ HI UK also supports employees in their desire to further their qualifications and careers, and will support them by offering opportunities to undertake studying for relevant qualifications and paying for relevant professional membership fees.
- ❖ Salaries are regularly reviewed to attract, develop, motivate and retain the appropriate calibre of employees.
- ❖ We offer family-friendly benefits for staff members with a young family to look after – flexible working, homeworking, a maternity/paternity/adoption and parental leave policy.
- ❖ We offer a competitive workplace pension scheme, matching contributions up to 6% of gross salary.
- ❖ Humanity & Inclusion UK is positive about employing disabled people and is proud to be accredited as a Disability Confident Employer.
- ❖ We also offer a Worklife Support Employee Assistance Programme for free and confidential information, support and counselling.
- ❖ Our office is conveniently located in SE1 with great transport links to Waterloo, Blackfriars, London Bridge, and the underground.

1. **JOB TITLE** Relationship Coordinator
2. **ORGANISATION** Humanity & Inclusion UK (HI UK)
3. **SALARY** £28,611 per annum
4. **DEPARTMENT** Private Fundraising
5. **REPORTING TO** Head of Partnerships and Philanthropy (HPP), with functional links with Head of Individual Giving and Communications (HIGC) and Executive Director
6. **KEY LINKAGES** Institutional Relations team; Finance; HI Federation colleagues; overseas programmes.
7. **DURATION** Fixed-term, to 31/12/19
8. **LOCATION** Based in London SE1

9. **BACKGROUND INFORMATION AND PURPOSE OF THE POST**

Humanity & Inclusion's 2016-25 global strategy translates into an ambitious delivery plan in the UK. Our aim here is to achieve step-change in private fundraising and to significantly raise our public profile.

Building on the last three years of our programme, this role will:

- Collaborate with the Head of Partnerships and Philanthropy on the delivery of an ambitious and integrated major giving programme for HI UK, in line with UK and Federation priorities; managing relationships with a diverse and sustainable base of major givers – predominantly Trusts & Foundations and corporates, to produce committed major givers and a regular, sustainable stream of income.
- Collaborate with the Executive Director and the Head of Individual Giving and Communications on our campaign to Stop Bombing Civilians; coordinating this established campaign and the advocacy around it, including maximising signatories of our petition and managing the involvement of MPs and community groups.

10. **MAIN DUTIES AND RESPONSIBILITIES**

General

- Work closely with the HPP to develop Major Giving as a successful and sustainable income stream in the UK through excellent relationship management of existing donor organisations.
- Work closely with the Executive Director and HIGC to maximise opportunities to raise awareness of our 'Stop Bombing campaign' through events and excellent relationship management with community groups and MPs.
- Manage the Advantage Fundraiser / Major Giving data documents and the segmentation of data for all activities.
- Support the implementation of and migration to our new database, alongside colleagues with other colleagues.

- Build your knowledge of the wide range of our work – both thematically and geographically – so you can talk with expertise to donors and potential donors (on the phone, face to face, in writing).

Campaign work

- Lead on project management of the Stop Bombing campaign by attending project team meetings across the network (virtually) and at HI UK, and ensuring that work agreed to is undertaken.
- Manage all internal and external relationships relating to the Stop Bombing Civilians campaign including: the HI UK project team, counterparts in other national offices, Federal counterparts at Head Office in Lyon, HI UK PPL project team, People's Postcode Lottery partnership, MPs, Soroptomists other supporter clubs and groups.
- Work with Federal colleagues in our Lyon Head Office to create campaigning and awareness-raising opportunities and, working closely with the HIGC, agree HI UK's part in the overall campaign, and deliver this.
- Create all related social media and liaise with your colleagues in the Individual Giving and Communications Team at HI UK to manage the social media content calendar.
- Relationship-manage Parliamentarians, clubs and groups who support the campaign, to maximise their engagement, ensure they are galvanised when there is a point of action, and thank them for their support.

Major Giving work

- Reporting to the HPP, manage existing Trust & Foundation and Corporate (with both pro bono and income targets) relationships to a high standard, including with People's Postcode Lottery.
- Maintain accurate and up-to-date records of partner activity – on the Trust & Foundation database and in partner folders; and a timeline of follow up actions for all major giving partners.
- Sitting on the project team for our People's Postcode Lottery partnership, liaise regularly with the other members of the team, to ensure delivery of agreed actions on time, e.g. internal and external communications through social and other media.
- Liaising with the Federal fundraising team in Lyon for source content, write high-quality, timely reports for submission to our partner Trusts, Foundations and Corporates.
- Write and deliver regular small trust mailings to trusts capable of giving smaller sums of money.
- Identify opportunities to highlight and promote our partnerships, through different communication channels, in particular ways to promote our partnership with People's Postcode Lottery (PPL) through our campaigning work and our work on the Syria Crisis.

Marketing and communications work

- Design, write and create copy for written publications such as the Supporter Newsletter and other communication channels for donors (possibly also including liaising with designers and printers) in order to ensure maximum retention of donors.
- Assist other teams at HI UK with the creation and delivery of marketing and communication materials, where necessary.
- Collaborate with the Digital Officer to ensure the Stop Bombing Civilians campaign pages of HI UK's website and its social networks are in line with fundraising activities, and PPL and other major giving partnerships are well represented.

Other duties

- Maintain a positive and collaborative working relationship with HI UK colleagues, the Federal fundraising and communication team, and counterparts in other HI country offices in Europe and North America.
- Represent the organisation at relevant external events and meetings when necessary, including making presentations and attending conferences; and help organise events for groups of supporters as required.
- Actively contribute to HI UK departmental work plans and internal staff meetings.
- Assist with budget management and reporting.
- Ensure compliance with fundraising regulations and high standards.
- Keep up to date and adhere to any changes in legislation, regulatory procedures, innovation, best practice and industry standards in relation to private fundraising.
- Any other activities commensurate with the level of the post, as may be required by the Heads of Partnerships and Philanthropy or Individual Giving and Communications.

ESSENTIAL
Proven hands-on experience in managing client/ partner relationships – in either the corporate or charity sector.
Client/donor-care and relationship-building skills.
Excellent written and verbal communication skills.
Copywriting skills and the ability to write and edit inspiring and accurate reports and other documents independently.
Project management skills and experience.
Social media management skills
Strong planning and organisation skills, with the ability to manage a number of projects simultaneously, prioritise, meet deadlines, manage tight timescales and gain results, as part of a small multi-disciplinary team and on own initiative.
Ability to work in a complex, intellectually rigorous environment whilst remaining focused on delivering results.
Excellent attention to detail.
Excellent spoken and written English (either native English or bilingual).
Strong IT skills (Microsoft Office & Internet).

DESIRABLE
Experience of fundraising
Ability to manage budgets
Ability to understand written French.
Knowledge of and passion for disability, humanitarian and development issues.
Experience working in an international multi-cultural organisation.

To apply, please send your CV and a covering letter along with the diversity monitoring form by email or post.

By email: recruitment@hi-uk.org

By post: Humanity & Inclusion UK (Recruitment), 9 Rushworth Street, London SE1 0RB

Closing date: 27th May 2019

Interviews will take place the week commencing 3rd June 2019

For further information, please contact Humanity & Inclusion UK on 0870 774 3737 or by email at recruitment@hi-uk.org.

DIVERSITY MONITORING FORM

In implementing its equal opportunities policy and its recruitment practices, Humanity & Inclusion UK monitors the field of applicants to advertised posts. To do this, we collect information on the ethnicity, gender, age and disability of applicants for a post in the organisation. We also look at how effective our advertisements are, and to do this we ask you where you found out about the vacancy.

Please look at all the descriptions below and tick the boxes that most accurately describe you.

Completion of this form is voluntary – you may choose to complete all or part of it. It is separated from your application before shortlisting.

I heard about the job through:

- Press advertisement – please specify:
- Website – please specify:
- Job Centre
- Other source – please specify:

ETHNICITY

White:

- British Irish Any other white background Prefer not to say

Black:

- Black British Caribbean African
 Any other black background Prefer not to say

Asian or Asian British:

- Asian British Indian Pakistani Bangladeshi
 Any other Asian background Prefer not to say

Mixed:

- White & Black Caribbean White & Black African White & Asian
 Any other Mixed background Prefer not to say

Other ethnic group:

Chinese Latin American Any other background Prefer not to say

GENDER Male Female

AGE RANGE

16-25 46-55
26-35 56-65
36-45 65+
Prefer not to say

DISABILITY

Humanity & Inclusion UK is committed to recruiting and developing people who will be the most effective in achieving our stated aim. The best person to do the job is defined by the person specification for this post. We value diversity and difference, provided this is consistent with our organisational aim and values.

HI UK recognises that many people are discriminated against in society and that in order to release their full potential people have different needs. This requires organisations to take a proactive stance in creating an environment, which will encourage the inclusion and development of traditionally marginalized people. Their inclusion is seen as positively enhancing to an organisation such as HI UK, which has a vision of disabled people realising equal opportunities at all levels in society.

We would like to encourage the participation of disabled people in the work of our organisation.

If you consider yourself to have a disability or impairment, please tick this box.