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**Candidate Information Pack**

DEVELOPMENT & COMMUNICATIONS MANAGER

**Please find enclosed:**

## Background Briefing

## Job Description and Person Specification

* Application Form
* Equalities Monitoring Form
* The Recruitment Process

For background information on Cripplegate Foundation and Islington Giving please go to

 [www.cripplegate.org](http://www.cripplegate.org) and [www.islingtongiving.org.uk](http://www.islingtongiving.org.uk)

**Background Briefing**

Islington Giving brings people together to change lives for good.  Many people don't experience Islington as a place of wealth and opportunity, but instead deal with isolation, insecurity or financial hardship. Our practical, action-focused work helps support people across the whole borough. Since 2010, together with inspiring local partners, we have reached over 20,000 people. But we need more support to change more lives.

Cripplegate Foundation is an innovative place-based grantmaker that designs and develops new ways of transforming the lives of people living in Islington and the Cripplegate Ward, City of London. Since being established in 1500, it has provided resources and support to local people and organisations by building strong and effective partnerships. Driven by its research into life in Islington, Cripplegate Foundation worked with local partners to establish Islington Giving in 2010.

 Find out more about our work at [www.cripplegate.org](http://www.cripplegate.org) and [www.islingtongiving.org.uk](http://www.islingtongiving.org.uk)

**Job Description**

**Purpose of role**

To support the planned growth in income from key-worked relationships. To provide excellent relationships management of existing supporters and to engage and involve new supporters (80%). To implement offline communications work of Islington Giving (10%) and Cripplegate (10%), alongside the Digital Communications Manager.

The communications elements of the role support fundraising and supporter care outcomes with key audiences and raise the profile of our programmes and impact with a wider group of identified audiences.

**Reports to:** Islington Giving, Director of Development and Communications

**Main duties and responsibilities**

**Fundraising and relationship building**

* To identify potential supporter groups for Islington Giving’s work through research, one-to-one meetings and wider events
* To develop and manage relationships with potential individual supporters
* To explore the opportunities of harnessing support from specific local businesses – testing and evaluating and approaches and making recommendations
* To bring relationships through to direct financial support of Islington Giving’s work – through named relationships and by supporting the off and online communications functions in fundraising activity
* Work with existing supporters and ambassadors and recruit new ambassadors to make introductions within their networks to build the portfolio of prospects
* Contribute to income by securing gifts from your assigned relationships
* Ensure that supporters are given opportunities to engage in the work through informative impact and progress reports, compelling proposals and opportunities to see the work directly
* To work with the Director of Development and Communications to manage supporter communications to a high standard
* To work with the Director of Development and Communications on the creation of events for supporters when necessary

**Content development**

* To manage the production of print publications
* To work with Programme Team staff to develop thematic content show-casing our work and the work we support
* To write content as appropriate
* Provide communications materials for events and meetings relevant to the development of Islington Giving and Cripplegate Foundation
* To second-eye content developed by colleagues

**Supporter communications**

* To work with the IG Development and Communications Director on supporter journeys
* To project manage the thanking process of donors
* To use our CRM database to manage supporter care
* To write fundraising communications copy as necessary
* To use and manage content within the supporter database

**Strategy**

* To contribute to the development of Islington Giving’s Communications and Fundraising strategy
* To draft and prepare reports, committee papers and a variety of correspondence related to communications and supporter care
* Work with the directors to produce the Foundation’s Annual Report

**Internal**

* Ensure compliance with data protection regulation in all communications, including the management of procedures to meet the new GDPR legislation, working to the agreed privacy statement and policy

To undertake any other duties that may reasonably be requested appropriate.

**About you**

You will be a self-starting individual who can manage a workload with lots of levels of priority. You will enjoy taking the initiative in building your work, generating leads and building relationships over the long-term whilst juggling more short-term communications tasks.

You will be strong communicating in person and in writing. You will be a problem-solver with a proactive ‘can do’ attitude, be comfortable with managing your own workload and confident dealing with all sorts of enquiries, both face to face and over the telephone. You will be comfortable working to competing deadlines and juggling workloads. You will thrive in this post if you are flexible, a team player, and willing to be hands-on in lots of aspects of communications and development work.

**Experience and abilities**

**Essential**

* Strong and confident communication skills
* Excellent interpersonal skills: ability to build relationships, persuade and listen
* Good IT skills with demonstrable experience of working with Microsoft Office applications
* Attention to detail, reliable and a respect for confidentiality
* Excellent written and spoken English, with an ability to make verbal presentations, produce briefings and written reports in a clear, direct, concise and engaging way

**Desirable**

* Experience of working in the voluntary sector and/or servicing committees
* Experience of at least one of lead-generation, philanthropy management or fundraising.
* Knowledge of CRM databases
* Knowledge of the borough of Islington
* A knowledge and understanding of marketing tools and techniques, communications or public relations
* Knowledge of project management software such as Trello

**TERMS AND CONDITIONS**

The appointment is subject to an initial six-month period of probation, during which performance will be regularly reviewed. The hours worked are flexible by agreement with the Director of Development and Communications. On completion of the probationary period, notice will be one month on either side.

**Hours:** Full time 35 hours a week or part time 21 hours+ a week

**Salary:** £30,250- £36,022

**Holiday:** 28 working days a year (including 3 days over Christmas) plus bank holidays

**Pension:** Employee pays at least 3% of salary and Cripplegate Foundation contributes 10%

**Reporting to:** Islington Giving Director of Development and Communications

**Location:** Cripplegate Foundation offices, at 13 Elliott’s Place, Islington N1 8HX

**Training**: Appropriate training to support the post holder in the role will be offered and agreed with the Director

**Application Form**

**Job title:** Development & Communications Manager

**Reporting to:** Islington Giving Director of Development and Communications

**Deadline:** 10am Thursday 31 October 2019

To be considered for this post, please submit a completed application form to: recruitment@cripplegate.org.uk

**PERSONAL DETAILS**

Surname:

First Name(s):

Address:

Contact telephone number(s):

Email:

**EMPLOYMENT RECORD**

**Current/most recent employment**

*Name and Address of Employer:*

From: To:

Post and brief outline of duties:

Reason for Leaving:

Notice period:

**Previous employment** (please continue on a separate sheet if necessary)

*Name and Address of Employer*:

From: To:

Post and brief outline of duties:

*Name and Address of Employer*:

From: To:

Post and Brief Outline of Duties

*Name and Address of Employer*:

From: To:

Post and Brief Outline of Duties:

**EDUCATION AND TRAINING UNDERTAKEN**

**Education and Qualifications:**

**Training:**

**IF THE ANSWERS TO QUESTIONS 1 AND 2 DO NOT ACCOUNT FOR AT LEAST THE LAST 10 YEARS, PLEASE FILL IN ANY GAPS BELOW:**

**DESCRIBE ANY COMMUNITY ACTIVITY OR VOLUNTARY WORK YOU HAVE BEEN INVOLVED IN WHICH IS OF RELEVANCE TO THE POST** (please include dates and names of organisation).

**WHAT RELEVANT SKILLS OR EXPERIENCE YOU WOULD BRING TO THIS POST**

**Please address each of the criteria listed in the person specification** (please continue on a separate sheet or extend the form if necessary)

**WHY ARE YOU APPLYING FOR THIS POST?**

**REFERENCES**

Please give the names and addresses of two professional referees, one of whom should be your current or most recent employer. References will only be contacted should you be offered the post after interview.

Name:

Position:

Company/Organisation:

Address:

Email:

Telephone:

In what capacity do you know this person?

Name:

Position:

Company/Organisation:

Address:

Email:

Telephone:

In what capacity do you know this person?

**SIGNED:** **DATE:**

Please note that knowingly giving incorrect information on this application could lead to termination of employment.

**Equalities Monitoring Form**

Cripplegate Foundation is committed to ensuring that all sections of the community have equal access to its recruitment process. The information provided will be removed from your application and will not be used for the purpose of short listing for this post. Your response to this is entirely optional.

The information provided is confidential and for monitoring purposes only. Cripplegate Foundation takes data privacy seriously and works in accordance with associated legislation, including the GDPR and the Equality Act (2010). [You can view our full Privacy Statement here](https://www.cripplegate.org/privacy-statement).

1. **Age**

|  |  |
| --- | --- |
| **16-24** |  |
| **25-35** |  |
| **35-44** |  |

|  |  |
| --- | --- |
| **45-54** |  |
| **55-64** |  |
| **Over 65** |  |

1. **Gender**

What do you consider to be your gender?

|  |  |
| --- | --- |
| **Female** |  |
| **Male** |  |
| **Other** |  |

1. **Disability**

The Equality Act (2010) defines disability as ‘a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.’

Do you consider yourself to be disabled within this definition?

|  |  |
| --- | --- |
| **Yes** |  |
| **No** |  |

1. **Ethnicity**

What do you consider to be your ethnicity?

**Asian**

|  |  |
| --- | --- |
| **Bangladeshi** |  |
| **Indian** |  |
| **Pakistani** |  |
| **Other background** |  |

**Black**

|  |  |
| --- | --- |
| **British** |  |
| **African** |  |
| **Caribbean** |  |
| **Other background** |  |

**White**

|  |  |
| --- | --- |
| **British** |  |
| **Irish** |  |
| **Other background** |  |

**Mixed**

|  |  |
| --- | --- |
| **White and Asian** |  |
| **White and Black African** |  |
| **White and Black Caribbean** |  |
| **Other Mixed Background** |  |

**Other ethnic group…………………………..**

**The Recruitment Process**

## Timetable

|  |  |
| --- | --- |
| Deadline for applications | 10am Thursday 31 October 2019 |
| Interviews | 5 or 7 November 2019 |

## To Apply

If you would like to apply for this role, please complete this Application Form [delete the preceding pages before sending] and attach an up-to-date CV.

Please send these two documents, **by 10am Thursday 31 October 2019**, to

recruitment@cripplegate.org.uk

**Information**

For more information or for an informal chat, please contact mail@islingtongiving.org.uk