



APPLICATION INFORMATION PACK

JOB TITLE:	Trusts and Foundations Officer
DEPARTMENT:	Fundraising
HOURS:	37.5 Hours per week (Mon-Fri)
LENGTH OF CONTRACT:	Permanent
LOCATION:	London – Hybrid working (Minimum 2 days in the office per week)
REPORTS TO (JOB TITLE):	Partnerships Manager
SALARY:	£37,799.92 per annum
BENEFITS:	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>

JOB PURPOSE

The Trusts and Foundations (T&F) Officer is an integral part of the Philanthropy team, managing relationships with high value supporters. They are responsible for a portfolio consisting primarily of Trusts and Foundations giving between £25k-£100k, but also including/with the potential to include, major donors and corporates, to support with team capacity. The T&F Officer will build strong and strategic relationships with donors, ensuring continued support of MSF.

They are also responsible for seeking and securing new funding from prospective trusts and foundations at the £25k-£100k level.

Their overall focus is on delivering stable, new and increased income for MSF's work, and feeding into the Philanthropy team strategy around the retention and acquisition of new trust donors.

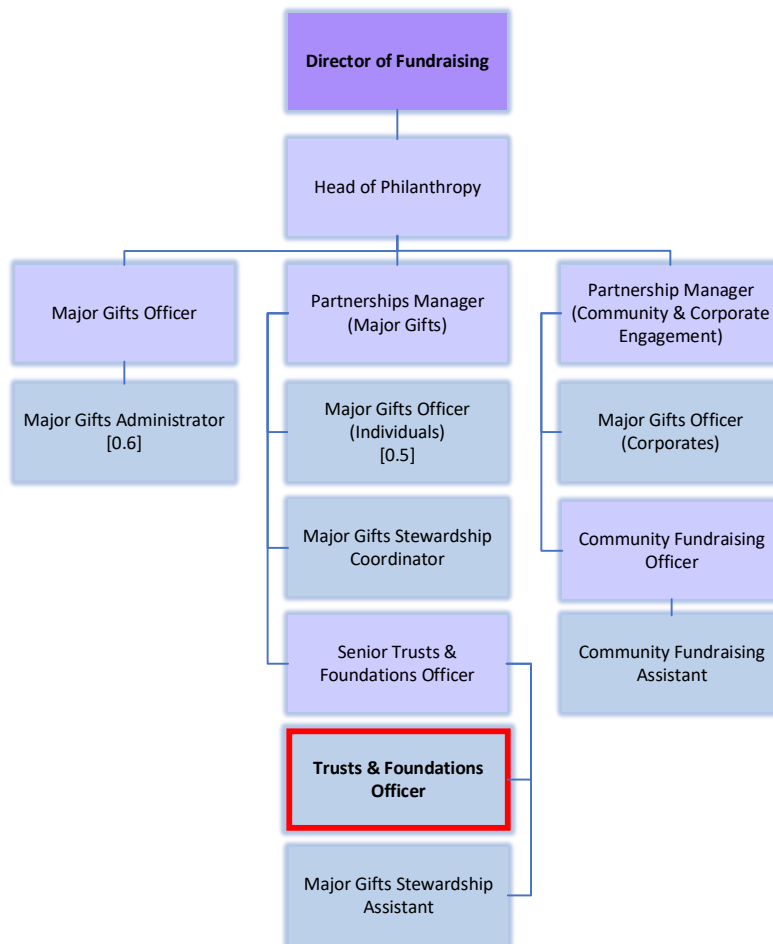
DIMENSIONS

The T&F Officer will spend approximately 60% of their time on portfolio management. They will manage a portfolio of approximately 40 donors (typically yet not exclusively at the £25,000 - £100,000 level), and work with other team members to ensure excellent stewardship and cultivation to maximise income for MSF UK.

They will manage their own prospect pipeline as well as provide support to the Senior Trusts and Foundations Officer in the delivery of the prospecting strategy to identify, qualify and engage support from new trusts and foundations, typically capable of giving between £25,000 - £100,000.

The income received from these relationships contributes to the overall Philanthropy income target, which was £12.3m in 2022 (£6.2m of which was budgeted from trusts).

ORGANISATIONAL STRUCTURE



CONTEXT

MÉDECINS SANS FRONTIÈRES/ DOCTORS WITHOUT BORDERS (MSF)

Médecins Sans Frontières/ Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 45,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues and recruiting field staff. MSF UK personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

FUNDRAISING DEPARTMENT

The Fundraising Department raises private income for MSF field operations globally, and to cover MSF's administration costs in the UK. The Fundraising Department contains the Philanthropy, Campaigns and Fundraising Operations teams and in 2021 a team of around 35 people delivered income of £65.5 million.

Philanthropy TEAM

MSF has internationally identified Philanthropy as key to the strategic and cost-effective growth in income for the MSF Movement. The UK contribution to this expansion is delivered by the Philanthropy Team through the development, management and implementation of strategies to identify, cultivate, solicit and steward major donors.

MSF UK has a committed group of major donors made up of individuals, corporates, and trusts & foundations. We currently define a major donor as any individual donating £10,000 and above or any organisation (company or trust) donating £5,000 and above. In 2021 the Philanthropy Team, at the time comprised of nine people, raised over £12 million from more than 400 major donors.

The Trusts and Foundations Officer works closely with the rest of the Philanthropy team, particularly the other Officers. They report to – and work closely with – the Partnerships Manager, as well as working closely with the Head of Philanthropy. They will regularly engage and work with international colleagues, representing MSF UK in MSF's international Trusts and Foundations Community of Practice.

ACCOUNTABILITIES

1. Manage a portfolio of major donors, with a focus on trusts and foundations, as well as some individual and corporate donors (typically yet not exclusively at the £25k-£100k level).
2. Provide tailored stewardship to donors in the portfolio, including special thanks, proposals, reports and relevant materials (this can include both complex financial and written information, and must meet funder criteria as required).

KEY PERFORMANCE INDICATORS

1. Working with other team members to ensure excellent stewardship and cultivation of major donors in their portfolio, to maximise income for MSF's work.
2. Ensuring major donors are kept informed on a timely basis and tailored to their individual interests, to encourage their continued support of MSF's work.

Where relevant, adhere to protocols around the financial restriction of support to projects and provide specific project reporting as required in collaboration with the Head of Philanthropy. Stewardship also includes regular face to face meetings, telephone calls and other engagement opportunities.

3. Update and maintain donor records on the donor database and other systems.
4. Supporting the development, planning and implementation of the Philanthropy annual plan and setting of financial targets.
5. Lead on the prospect research strategy for the trusts and foundations pipeline and produce research profiles, to ensure MSF UK maintains a suitable pipeline of prospective donors.
6. Build relationships with potential new trusts and foundations donors, with an objective of securing new partnerships in excess of £25k.
7. Assist the Head of Philanthropy and Partnerships Manager in building relationships with donors giving over £100k.
8. Apply knowledge gained from supporter relationships to assist the Head of Philanthropy to improve MSF UK's philanthropy strategy around trusts and foundations to grow income in this area.
9. Representing MSF UK at MSF's community of practice group for major donors. Liaise with colleagues in MSF operations to gather project information as required.
10. Represent MSF UK at major donor events (sometimes outside of working hours).
11. Work as a full member of the Fundraising team, handling telephone calls from supporters (such as enquiries, processing card donations, change of address, amendments to regular donations etc) and assist with fundraising projects as and when required.
12. Maintain commitment to the aims and values of MSF through proactive involvement in and attendance at MSF UK and wider movement operational activities.
13. Manage, coach and support direct reports, actively seeking opportunities to support their professional development and ensure their

3. Ensuring knowledge management and business continuity, complying with data protection legislation
4. Deliver the Philanthropy Team's major donor relationship management objectives, to raise income to support MSF's work.
5. Managing a prospect pipeline of new trust and foundation prospects against set KPIs. Working with the team to move prospective and lapsed donors through the prospect pipeline to secure income for MSF's work.
6. Meeting new business targets for trust and foundation donors through utilising existing donor networks and research (at the £25k plus level), to grow the trusts and foundations portfolio and generate new income for MSF UK.
7. Supporting the Head of Philanthropy Partnerships manager with meeting, pitches and proposals to existing and new donors. Ensuring donors have multiple points of contact on the MG team and feel valued, ensuring their continued support of MSF.
8. Improving MSF UK's Philanthropy strategy and growing income. Utilising knowledge learned to ensure the events and communications offered ensure our trusts and foundations are having an excellent donor experience at MSF, and wherever possible bringing them closer to our work.
9. Work collaboratively with colleagues across the MSF movement, to ensure we are sharing best practice, learning from other MSF offices, providing the best possible stewardship and maximising income.
10. Actively engaging with donors at MSF events.
11. Providing support to the full Fundraising team, to ensure the best possible level of care to all MSF UK supporters.

adherence to MSF UK's policies, their success and increased income for MSF's work.

12. Ensure engagement with MSF's work beyond the activities of the Philanthropy team and fundraising department.

13. Ensuring regular 1:1s with direct report to ensure the quality of the work and that they are meeting their financial targets. Adhering to MSF's APR process and supporting them with their L&D objectives.

CHALLENGE & CREATIVITY / DECISION-MAKING

The job holder will take responsibility for decisions regarding how to best maximise income from both existing and new trusts, and will sometimes be expected to make independent decisions on complex issues. They will need to remain informed about trends in trust and foundation giving by engaging in networking with other trust and foundation fundraisers across the sector.

The job holder will need to be flexible and prioritise well during fast-changing times (i.e. during humanitarian emergencies), when normal workflows are disrupted.

KNOWLEDGE, SKILLS & EXPERIENCE

- Experience in fundraising, marketing or sales.
- Excellent and engaging written communication skills and ability to adapt style to suit a wide range of supporters.
- Confident interpersonal and verbal communication skills, including diplomacy and negotiating skills.
- Ability to deal with people at all levels and from a wide range of backgrounds.
- Accuracy and excellent attention to detail.
- Proven organisational skills with experience of managing multiple tasks and prioritising effectively.
- Experience of working in an office environment, maintaining effective administrative systems and procedures.
- Flexible, can-do attitude and good team player – this role involves working very closely and collaboratively with colleagues in the UK and overseas.
- Ability to work independently to general guidelines, with capability to use initiative and seize opportunities.
- Computer literate and confident in using all Microsoft Office programmes.
- Fluency in written and spoken English.
- Interest in international, humanitarian work.
- Commitment to the aims and values of MSF.
- Willingness to travel within the UK.

- Experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive and Yammer.

COMPETENCIES

Respect:

- a. Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- b. Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- c. Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- a. Acts by example, modelling the behaviour expected from team members.
- b. Seeks out and offers each team member an equal opportunity and tools to succeed.
- c. Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- a. Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- b. Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- c. Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment, and seeks support to do this if needed.
- Strives for efficiency in every aspect of their work.
- Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes, and works with team members to ensure these are reached.

Empowerment:

- Instils acceptance and optimism in the team.
- Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration:

- Collaboration is at the centre of all we do

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Incomplete applications will not be considered.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 18 February 2024 11.59pm GMT**
- **First round interviews: 27, 28 February**

Please note, you will be asked to complete a task as part of the interview process.

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

We look forward to receiving your application!

