

Job description: Senior Relationships Manager

General

Job Title:	Senior Relationships Manager
Location:	London (some travel)
Reporting to:	Director of Fundraising and Communications
Direct reports:	Two Fundraising and Administration Officers, consultants

Organisation information

Conciliation Resources

Conflict is difficult, complex and political. The world urgently needs to find different ways to respond. Conciliation Resources is an international organisation committed to stopping violent conflict and creating more peaceful societies. We work with people impacted by war and violence, bringing diverse voices together to make change that lasts.

For over 25 years, we have been making peace possible. We currently have over 60 full and part-time staff members, working mainly out of the London and Australian offices. We work with over 70 locally-based and international partners worldwide.

Fundraising and Communications team

The Fundraising and Communications team currently consists of six members of staff at different levels, who work across a broad range of activities. In addition to the Director of Fundraising and Communications, the team has three dedicated staff members currently focused on donor relationship management and fundraising, and two on communications.

The Fundraising function is responsible for the generation of unrestricted income through the strengthening of existing institutional funding relationships, as well as the development of new funding relationships. The majority of funding currently comes from government grants, however the team is currently diversifying the organisation's funding, and developing new funding streams – increasing attention on trusts and foundations, high-net-worth individuals and corporations.

The Communications function has oversight over all areas of organisational communications including the website and digital communications, branding, media relations and production of content.

The Fundraising and Communications team work closely with other staff members across Conciliation Resources to provide specialist support and advice to colleagues and to develop and implement strategies.

Job overview

Job Purpose

The purpose of this vital role is to lead a small but high-performing team on the effective implementation of Conciliation Resources' fundraising strategy. In particular, this involves strengthening funding relationships with new and existing strategic donors, and working with the Director of Fundraising and Communications and other colleagues, to explore the diversification of funds.

The Senior Relationships Manager (the Manager) focuses on generating unrestricted income through developing existing relationships with institutional donors and building new funding relationships. The Manager is also responsible for fundraising from other sources, such as trusts and foundations, high-net-worth individuals and corporations. The Manager represents Conciliation Resources directly with donors as well as supporting and creating opportunities for others in the organisation to do so.

The Manager works closely with other staff members across Conciliation Resources to develop and implement fundraising and donor relationship management strategies, and provide technical guidance and advice. The Manager leads on the development of large, multi-year and strategic funding proposals and manages two Fundraising and Administration Officers.

Specific responsibilities and tasks

A. Donor relationship development and management

- Lead the on-going development of a portfolio of institutional donors, building and maintaining a range of senior and strategic contacts, with the aim of increasing funding.
- Manage communication with core donors, organising and attending meetings with key contacts, and proactively ensuring they are kept abreast of all aspects of Conciliation Resources' work.
- Maintain oversight of the details of funding agreements and coordinate the submission of reports, disbursement requests, and similar for all unrestricted funders, working closely with others across the organisation.
- Identify prospective new unrestricted donors through networking, coordinating research, and development of existing connections and contacts.
- Maintain and strengthen Conciliation Resources' positive image and reputation with donors, including through representing the organisation in external meetings, workshops and discussions.
- Support programme and policy staff in developing good relationships with donors and serve as an organisation-wide resource through regularly researching, monitoring and communicating the changing priorities of new and existing donors.

B. Writing and coordinating funding proposals

- Lead on the development, writing (including editing), sign-off and submission of high quality strategic, framework and cross-organisational funding proposals to relevant government and multilateral donors, facilitating input from others.
- Manage donor pre-award approval processes, including framework agreements, bilateral registration, due diligence and audit processes as necessary.

- Coordinate the research, identification and communication of potential funding opportunities across the organisation.
- Where necessary, support programme teams in securing funding and improving the quality of funding proposals by providing technical guidance and organisational information.

C. Fundraising strategy, planning and management

- Contribute to the development of organisation-wide fundraising strategy, other related strategies and fundraising annual plans and budgets.
- Line-manage two Fundraising and Administration Officers including professional development, coaching/mentoring and performance management.
- Lead on selected fundraising initiatives aimed at diversifying funding streams, in-line with the Fundraising Strategy.
- Manage donor management information, materials and processes, and have organisation-wide oversight of fundraising activities, to ensure activities are undertaken in a strategic, consistent and joined-up way.
- Deputise for the Fundraising and Communications Director (covering fundraising issues) in internal and external meetings as necessary.

D. Administration and internal communications

- Working closely with colleagues, ensure the relevant systems and platforms are kept up-to-date with information on all funding submissions, projects and donors.
- Lead on the production of timely and accurate activity reports for the Executive Management Team and the Board to track and monitor progress of fundraising activity.
- Work closely with the Director of Fundraising and Communications and other Fundraising and Communications team members to ensure that content, materials and messaging is appropriate for donor audiences.
- Share experience and knowledge with other teams to strengthen internal knowledge of fundraising practices and procedures.
- Participate in line management, annual appraisals and other internal processes and in keeping internal systems up-to-date.
- Contribute to internal discussions and review processes and to the improvement of internal systems and procedures, including the M&E system, intranet and databases.
- Positively engage in CR's work on safeguarding and help us all to keep people safe
- Positively engage and contribute to CR's learning opportunities
- Perform other duties and tasks, consistent with the skills and expertise, as required in non-routine circumstances.

Person specification

Knowledge and experience

- Degree level education or equivalent, or qualification by experience in a relevant subject area.
- Substantial donor management experience, including a proven track record of successfully securing multi-year grants from institutional donors and of handling subsequent reporting requirements.

- Good working knowledge of bi-lateral and multilateral donors, in particular those that support the international development/peacebuilding sectors.
- Demonstrable experience of building relationships with strategic donor contacts to support the increase of funding for an organisation.
- Significant experience of developing and drafting funding proposals, preferably including programme design and creation of high quality logframes.
- Knowledge of fundraising/donor relationship management best practice and approaches.
- Experience of working with US/UK trusts and foundations and/or corporate or high-net-worth-individual fundraising (desirable).
- Experience of working in an international NGO with knowledge of international development or peacebuilding (desirable).

Skills and attributes

- Excellent English verbal and writing skills, with the ability to communicate and summarise complex information clearly and persuasively, and write proposals/reports.
- Strong interpersonal and relationship-building skills, with the confidence to develop new funding relationships, and the ability to work collaboratively and influence others.
- Solid management skills, including line management and project management.
- Good coaching skills with the ability to pass knowledge onto, train and motivate others.
- Strong organisational and planning skills with the ability to manage a varied workload and coordinate processes involving multiple people/teams.
- Excellent conceptual, analytical and problem-solving skills.
- Creative, flexible character with the ability to take the initiative.
- Excellent attention to detail.
- An interest in international relations, politics and peace issues.
- Good computer and IT skills

December 2019