

## Head of Fundraising Operations – Job Description and Person Specification

<b>Job title</b>	Head of Fundraising Operations
<b>Reporting to</b>	Executive Director
<b>Direct reports</b>	TBC
<b>Salary</b>	£60,000 per annum
<b>Hours</b>	37.5 per week
<b>Location</b>	<i>Flexible but office based for a minimum of 2 days per week</i>

### The British Asian Trust and the purpose of this job

The British Asian Trust is one of the most exciting and innovative charities in the country. We maximise the support of the South Asian diaspora to drive positive change across South Asia, working to ensure that everyone is free from poverty and able to meet their full potential.

The scale and complexity of the challenges in South Asia demand innovative and ambitious approaches to tackling them. We work in partnership with others to design and deliver programmes, raise funds and convene partnerships that combine new social finance tools, philanthropy and technology to deliver impact at scale.

We have experienced significant growth in recent years and are securing substantial amounts of funds from a range of different sources. We have many donors and supporters we need to regularly engage with and we have the potential to secure many more.

But this all requires more effective co-ordination and organisation. We need a Head of Fundraising Operations to design and implement a range of systems and processes which will underpin effective fundraising. This role is about ensuring that these systems and processes are put in place and then supporting our outward-facing fundraisers to achieve their income targets and helping ensure all British Asian Trust's supporters have a fantastic experience.

### Key responsibilities

1. Ensure the implementation and ongoing management of efficient fundraising operations, including Salesforce processes, finance and activity reporting, invoice processing and making sure that the Fundraising Team have easy access to accurate information at all times. Teams are based in the UK and India currently with expansions in Pakistan and the other global markets planned. This role will need to be able to support the entire breadth of the operation.
2. Establish and maintain effective systems for donor and prospect pipeline management and provide regular management reports to the Executive Director and Fundraising Heads to enable them to assess fundraising progress, reallocate resources and ensure we meet our income and activity targets.

3. Support the Executive Director and Fundraising Heads in KPI and other fundraising reporting to the Senior Management Team and the Board of Trustees, through management of the KPI and other Board reporting processes.
4. Put the processes in place to create and maintain a library of high-quality and up-to-date fundraising collateral and information, ranging from pitch decks and engagement materials, through to stewardship and complex reports, all of which meet our donors and prospects needs and capture the impact, scale and depth of our work.
5. Liaise with key teams, including Events, Programmes, Finance, Elephant Family and Communications to monitor systems, process and resource challenges and work with them to and address blockages.
6. Work with fundraising colleagues to design a simple but effective stewardship programme, ensuring all our supporters receive relevant information which meets their needs and helps ensure the remain supporters of BAT for the long-term.
7. Ensure all our fundraising operations remain compliant, following guidance from the Chartered Institute of Fundraising and the Fundraising Regulator, as well as embedding best practice.
8. Maintain the BAT Fundraising Manual and ensure Fundraising staff are trained in its use and content, including making regular updates, inducting new fundraising staff in its use, and rolling out refresher training as required.
9. Provide administrative support to the Board's Fundraising Committee and to senior volunteers as required.
10. Take on other tasks as requested by your line manager related to your role in ensuring the effective running of the Fundraising function across the whole of BAT.

## Skills and experience

Experience of thriving in a fast-paced fundraising environment	Essential
Experience of creating and implementing systems and processes for others to use	Essential
Excellent Microsoft Office skills and knowledge of how databases work in a fundraising environment	Essential
Confidence in delivery of financial and activity reporting	Essential
Knowledge of relevant legislation and fundraising regulations for all forms of fundraising	Essential
Excellent interpersonal skills and proven ability to persuade others and to work collaboratively to achieve shared aims	Essential

Confident self-starter who can initiate projects and bring them to a conclusion	Essential
Have an active interest in the charity sector and/or international development	Desirable