

# Refugee Council Job Pack



**Senior Trusts Manager**  
March 2024

**Role:** Senior Trusts Manager

**Mission and purpose of role:** to manage the trust fundraising team, and raise gifts from trusts of over £100,000

**Location:** hybrid, from 1 day a week in our office in Stratford, London

**Hours:** 21 to 35 hours a week (3-5 days a week). Part-time, job shares, and other flexible working options encouraged and supported.

**Salary range:** £43,824 - £48,063 (inclusive of London weighting) (internally known as a grade 8 role). Includes 28 days annual leave.

**Contract length:** permanent

### **A letter from our Chief Executive**

“Men, women and children, seeking protection here in the UK need your unique fundraising skills and expertise. Together, we can help people rebuild their lives in safety, in dignity and with agency.

“I am personally committed to supporting our philanthropy ambitions as it is such a fundamental building block of our impact strategy. There is so much more we can achieve with the right team of passionate staff and supporters pulling together.

“Refugee Council is on a journey of learning and internal transformation; we have a leadership team who have created strong and inspiring plans to lead to tangible change for the people we work with, we are developing sector partnerships to drive collective change and we have invested in our infrastructure so that we can make our vision a reality.

“We now need you to help realise our potential and drive the changes we need to support refugees regain their future.”

**Enver Solomon, Refugee Council Chief Executive**



## About the Refugee Council:

The Refugee Council is a leading charity working with refugees and people seeking asylum in the UK. We work with over 14,000 women, men, and children each year who are desperately seeking safety. From the moment refugees arrive in the UK, we are here.

*"I've only been in the UK for a year. When I came here, at first I felt very bad. But after I heard about Refugee Council, they helped me very much, I want to say that. I think Refugee Council has special members, they are very friendly and very helpful, especially for me."* **Ayse, from Turkey**

*"I claimed asylum in 2022. I first saw Refugee Council when Amita came to the hotel every week, she's a really nice helpful person. Ever since then I've been volunteering. You learn a lot about British culture, with Refugee Council there's a lot of activities which allow you to integrate."* **Mohammed, from Sudan**

We provide crisis advice, mental health counselling and practical support to help people settle and integrate into their new community. We are specialists in working with refugee children who arrive in the UK alone. We work with refugees and our partners to fight for improvements to the asylum protection system. You can find out more about our [impact](#), our [strategy](#) and our [values](#) on our website.

## What's great about working here: putting right injustices, in an award-winning organisation with a high media profile

**Powerful work:** The best part of this job is fundraising for powerful work to right the injustices you read about in the news every day. Here are some of the funding priorities for this role:

- **Age disputes:** hundreds of children every year who arrive in the UK, alone, are told they aren't children, they don't deserve care or education, and must live with adults. Your funders can support them to fight that decision.
- **Traumatised children:** you will be fundraising for therapy and support to help children and young people seeking asylum overcome the trauma they've been through.
- **Stuck in limbo in the asylum system:** you'll enable support and advice for men, woman and children who are stuck, waiting to be given refugee status.
- **Fighting for what's right:** your donors can do this by enabling us to deliver attitude change campaigns or influencing National and Local Government.
- And more: employment programmes, housing support, access to healthcare

**Award-winning:** our Services Team won **Frontline Team of the Year, 2023** at the Third Sector Awards, our CEO, Enver Solomon, won **Charity Leader of the Year 2023**, Charity Times, and our Fundraising Team was shortlisted for Fundraising Team of the Year 2023 (Third Sector).

**High media profile:** when you get in touch with funders, they will already know our good reputation. Refugee Council is a well-recognised, and well-regarded name, in particular due to our **high media profile**, including being supported by the Guardian Christmas Appeal 2023.

**Political epicentre:** We are at the epicentre of political campaigning and influencing for a fair and humane refugee protection system in the UK. Our Chief Executive, Enver Solomon, and Policy Team regularly provide evidence in Parliament demonstrating the devastating human impact hostility is having on refugees in local communities across the UK. We have been at the forefront, alongside

brilliant partners in the refugee sector, calling for a stop to the unlawful Rwanda plan, the closure of Manston Asylum Processing Centre and the need for far better alternatives to barges and boats such as Bibby Stockholm. We're in the thick of it politically, and the energy from that suffuses the organisation.

**CEO and Senior Leadership support:** Our Senior Management Team and CEO, Enver Solomon, have a fundraising first mindset, and understand the opportunities and challenges you'll have. Our CEO stands ready to reach out to new contacts, meet funders, and share his relationships to help the Refugee Council's Trust Fundraising team thrive.



## About the Philanthropy and Partnerships Team

The Trust Fundraising Team is relatively well established. It raises £1.1m per year, and we have great existing funder relationships, including with: Comic Relief, National Lottery Community Fund, Lloyds Bank Foundation, Barrow Cadbury and City Bridge.

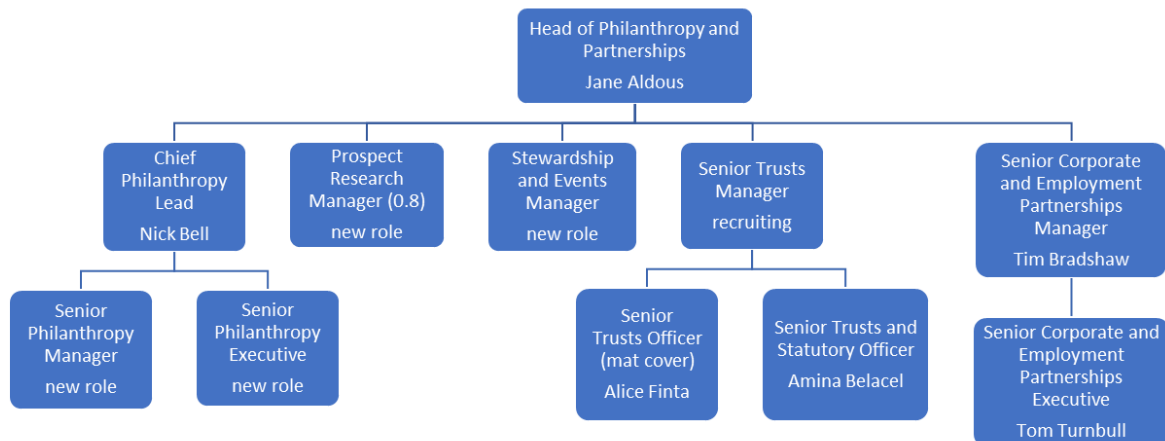
This role reports to Jane Aldous, Head of Philanthropy and Partnerships (Linked In [here](#)). Jane has 20 years' experience in the charity sector working across high value relationships. Jane joined Refugee Council a year ago from the British Red Cross. She has led on Trusts Fundraising and managed the Trust Fundraising teams at RSPCA, the Natural History Museum, and the Muscular Dystrophy Campaign, so is on hand to advise and support the team when you need it.



Your Fundraising Director is Tamsin Baxter (Linked In [here](#)), she has 21 years' experience in Fundraising, and has been at the Refugee Council for 2.5 years. Tamsin's background is high value fundraising – having managed the Trust Fundraising functions at Scope, Vision Foundation and Refugee Council. Tamsin also leads the Business Development Team, Digital Team and Public Fundraising Team and understands the importance of integration and collaboration across an organisation to deliver an environment internally where fundraising can prosper.



We're investing heavily in the Philanthropy and Partnerships Team, as you can see in the organogram below. There are several roles being recruited for now and over the next few months that will provide additional resource and support for trust fundraising (including additional Prospect Research support and Stewardship and Events support).



What's special about this trusts team:

- Refugee Council has a very high media presence, which provides a great tool to steward and inform our donors. For example, [this TV interview](#) was on ITV recently
- You and your donors have plenty of opportunities to visit services. This can include visiting our programmes with people in asylum hotels, shadowing our resettlement teams, and seeing first hand our work on preventing homeless and destitution – services ran out of our London head office in Stratford.
- Unlike many other organisations, we involve our Trust Fundraising team in service and campaign modelling work, helping to provide early insight about the funding landscape to shape the future of our projects, so you know your donors' interests will be taken into account

## Job Description Senior Trusts Manager:

This is a trusts fundraising role, for someone with a proven track record of raising funds from trusts, including six figure gifts and multi-year gifts.

### Roles and responsibilities

#### Leadership and management:

- you will manage a team of two, who both come into the office 1-2 days a week, supporting them with guidance and feedback, objective setting, regular one-to-ones and team meetings
- you may also manage a volunteer or a contractor (for example a prospect research consultant)
- you will plan the team's work, including by choosing who account manages which trust, and what work takes priority
- you will set the income budget for the year, by considering who the prospects are, how much they can give, and how likely they are to, and you'll update our rolling forecast

#### Donor relationships:

- You will manage relationships with trusts with a potential or actual income of **£100,000** or more, including preparing applications and reports, holding face-to-face meetings, making calls, and organising visits to see our work
- You will take on **existing donor relationships** with National Lottery, Comic Relief, City Bridge and more
- You will work with our **senior leaders** to get them reaching out to prospects, or joining meetings where you see it will help

#### Information management

- **Propositions:** where the needs of a funder doesn't match existing funding priorities, but aligns with our designed service models, you will lead proposition development, working with Business Development, Services and finance colleagues to design work we can do, that a funder will want to fund. You will be able to translate information detailed in our service models into compelling cases for support and proposals.
- **Project information:** you will create and manage systems with other teams to get the information you need at the times your team needs it including service information or updates, stories, and statistics
- **Database:** you will ensure our database (ThankQ) is the single source of truth, and that your team's donor interactions, past and future, and financial predictions are on there

#### Prospect research

- You will design a prospect research **strategy** (the how) and the plan (the what)
- You will **manage the team** and our Prospect Researcher (when recruited) to consider which trusts we should be applying to, how much for, what for and the likelihood of success

## Person Specification:

### Essential experience

- Securing six figure funding from trusts, and multi-year gifts
- Managing a portfolio of active grants, reporting back to funders on time, and meeting their requirements
- Reviewing the trust applications, budgets and reports of others, and giving feedback to improve them
- Leading meetings with trust funders
- Leading proposal development by coordinating between operations colleagues
- Developing cases for support, proposals, reports and budgets, working with finance and services colleagues
- Delivering a prospect research programme
- Not just using a fundraising database to record your activities but reporting from it, and working with a database team to improve how you use it
- Meeting fundraising targets, monitoring your progress against those targets, and identifying challenges or changes needed

### Desired experience

- Line management
- Setting an annual budget using capacity to give and likelihood of giving

### Essential skills, knowledge and abilities

- Above all, you're a strong writer. You'll know how to present complex ideas simply, you'll be great at making things concise, and you have creative ideas about how to make your writing compelling
- You are happy getting out from behind your desk, talking to people you don't know, including meeting funders for coffee/lunch, and picking up the phone
- You are organised – you know how to organise your diary, choose between competing priorities, and manage relationships with multiple deadlines
- You feel comfortable engaging with numbers and budgets, you'll feel that when you read a budget you understand what it's saying, and can tell different stories by changing how that information is presented
- You are good at working as a team, communicating with your manager and your team members most days about what you're up to, and how you can help each other
- You are confident using Microsoft Office, and a relationship management database

### Desired skills, knowledge and abilities

- An interest in the issues affecting refugees and people seeking asylum – we're not expecting knowledge before you get here!
- An understanding of the UK trust fundraising environment

### Flexible working

This job:

- Is full time, but we can consider part-time options (probably between 3 and 5 days a week). Please talk to us about what will work for you, including compressed hours, flexible hours, school holidays, job share etc.
- 1 day a week from our Stratford Office (currently Thursdays) – more if you'd like

## Benefits

**Holiday:** 28 days annual leave (pro rata if part-time).

**Pension Scheme:** members contribute 4%, Refugee Council will match contribution up to 5% of gross salary.

**Work Life Balance Policies:** including flexible working, study leave and special leave.

**Paid volunteering:** you can take paid, flexible leave to volunteer, up to 14 hours a year (pro rata)

And: Free virtual medical assistance, employee assistance programme, cycle to work scheme, free eye test, interest free season ticket loans, life assurance of 2x salary.

## More about the work of the Refugee Council

[How refugees fleeing war, genocide and revolution find hope in the UK](#) – a film that was recently made as part of the Guardian Christmas Appeal for 2023.

[An interview](#) with a young woman who has experienced My View, our service for young refugees who have arrived in the UK alone.

[A film](#) about our campaign for Families Together.



## **Inclusion and accessibility**

Ensuring that the Refugee Council is an inclusive and accessible place to work is important to us. We want to enable people from different backgrounds to apply and thrive with us. We believe our recruitment process enables that and are also happy to make adjustments on request. You can find out more about our EDIB strategy [here](#).

## **Next steps**

Please apply through the Refugee Council jobs page [here](#).

For the first-round interview we will ask competency questions related to the role, which we will send you in advance. If we go to a second-round interview, there will be a short task (with limited preparation required), and an opportunity to ask questions of team members.

If you'd like to have a chat about the role before applying, please email our Interim Trusts Lead – [anna.sheinman@refugeecouncil.org.uk](mailto:anna.sheinman@refugeecouncil.org.uk)

