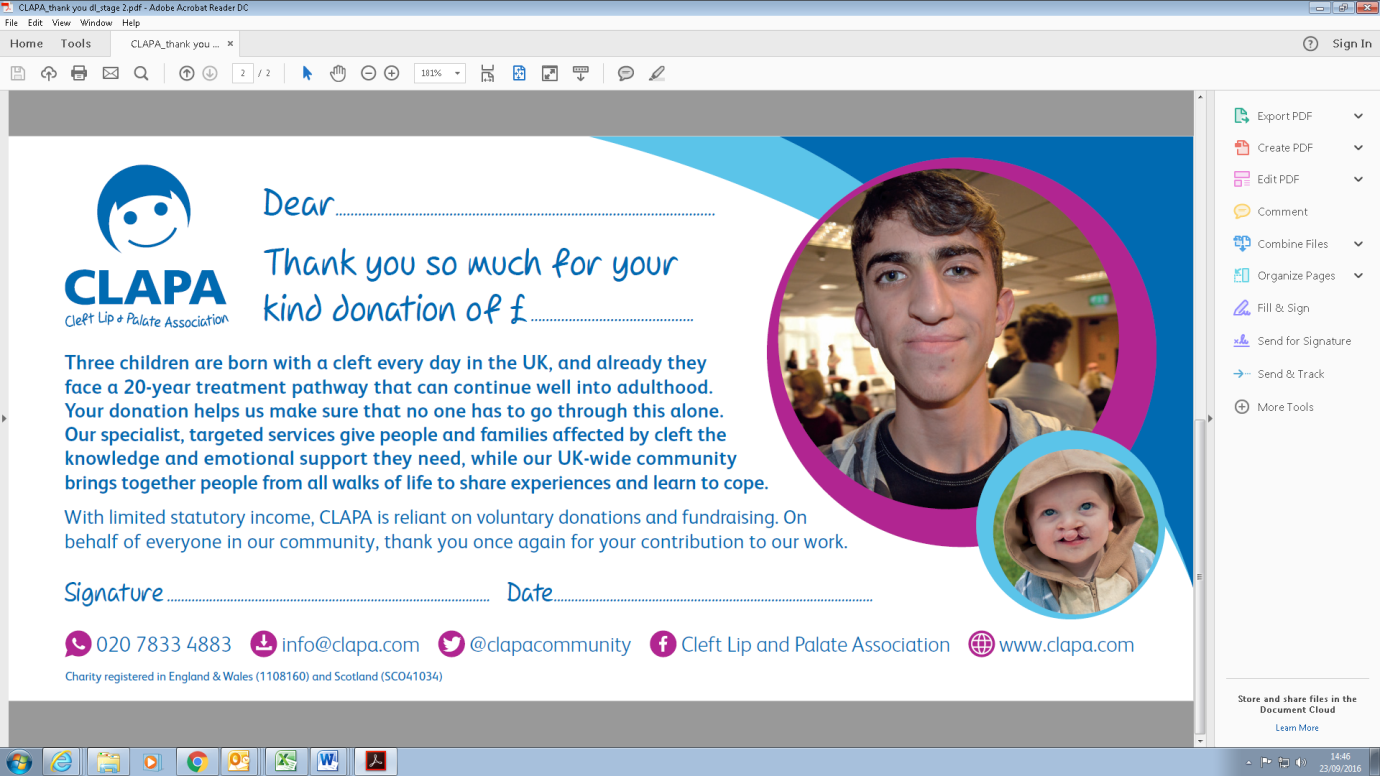
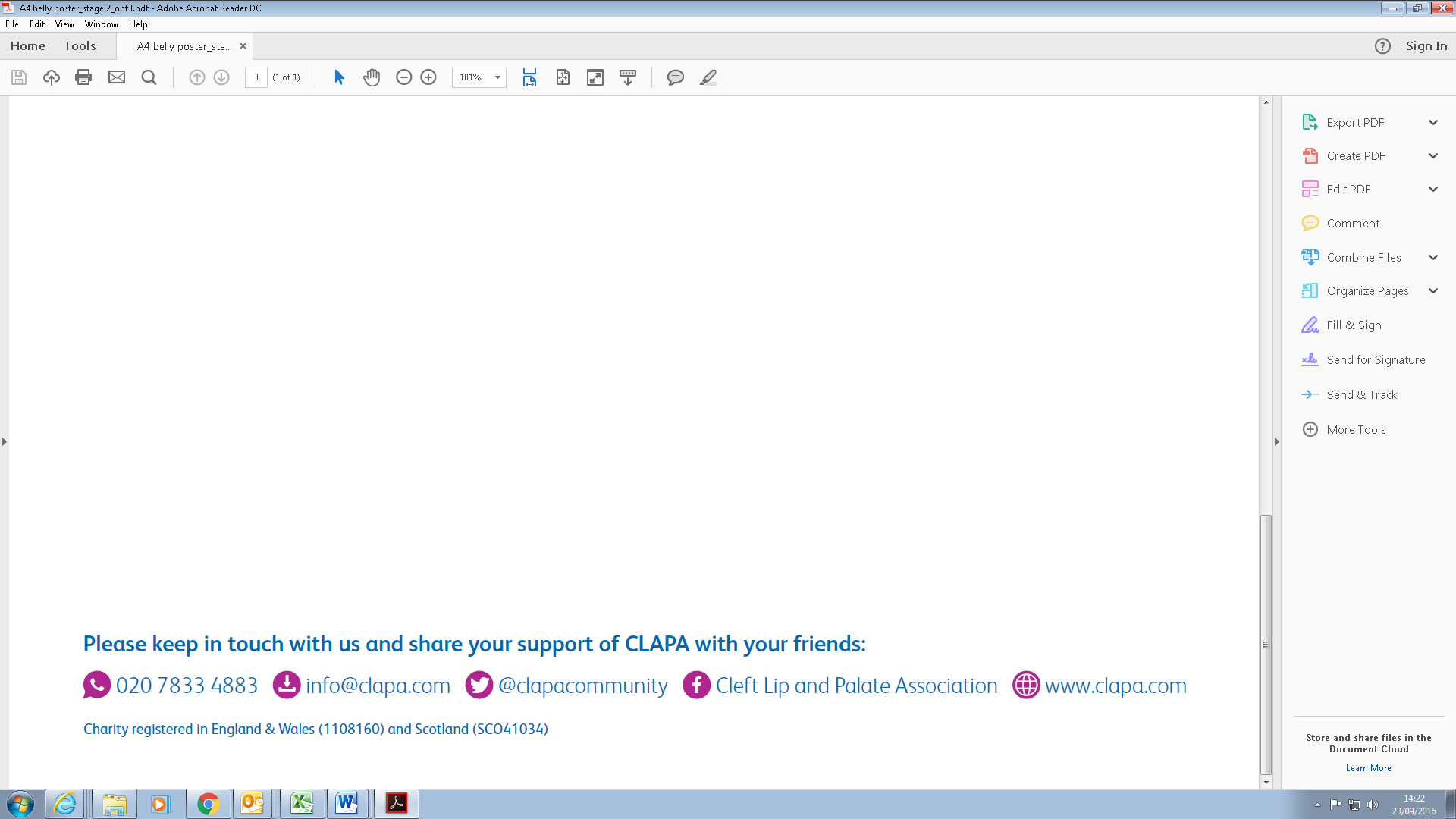


**Interim Fundraising Manager**

**(1 year contract)**

**Recruitment Pack**

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**Equal Opportunities & Safeguarding**

CLAPA is an equal opportunities employer and we are committed to ensuring all applications are treated fairly. We monitor the demographics of applicants on the Application Form, but these questions are not mandatory and any answers will not be shared with the team shortlisting and interviewing candidates.

CLAPA is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults, and expects all employees and volunteers to share this commitment. **The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment**.

**About CLAPA**

**The Cleft Lip and Palate Association (CLAPA) works to improve the lives of people born with a cleft and their families in the United Kingdom.**

We are a community of parents, patients, cleft healthcare professionals and more, all dedicated to raising awareness and working together to overcome any barriers caused by cleft lip and palate.

**Our vision** is of a society where everyone affected by cleft feels supported, connected and empowered to take control wherever they are on their cleft journey.

**What is Cleft Lip and Palate?**

Early on in pregnancy, different parts of the face form and come together just above the top lip. If this doesn’t happen quite as it should, the result is a gap or ‘cleft’ in the upper lip, the palate (roof of the mouth), or both. It’s usually caused by a mix of genetic and environmental factors interacting in a way which can’t be predicted or prevented. **Around one in 700 people are born with a cleft – that’s 1,200 each year in the UK alone.**

Cleft lip and palate has a wide range of causes, effects and outcomes, with a treatment pathway lasting twenty years or more. No two families will be affected in the same way. The journey through treatment and beyond isn’t easy, but CLAPA believes that with the right help and support, everyone affected by cleft can face the world with a smile.

**What does CLAPA do?**

CLAPA works to improve the lives of everyone born with a cleft and their families in the UK by providing knowledge, practical support, a community and a voice for people affected by cleft.

**Our services include:**

* Online and local **support groups** help people affected by cleft to feel positive, connected, and in control.
* **Local and national events** – from family days to confidence-building weekends – which bring people together so no one has to go through their journey alone.
* **Specialist feeding equipment** for babies born with a cleft in the UK, including the supply of 600 new families with free ‘Welcome Packs’ each year.
* Trained **parent and patient volunteers** providing **one-on-one support** at all points of the cleft journey.
* A comprehensive, accessible **information service** led by the needs of our community.
* Trained volunteers **educate schools, local communities and even healthcare professionals** about cleft lip and palate.
* Collaboration with researchers to make their work accessible to our whole community.

**CLAPA’s Strategy**

In recent years, CLAPA has worked to build a solid foundation for the future by employing home-based Regional Coordinators throughout the UK to kick-start new activities, train volunteers, develop strong links with the NHS Cleft Teams, and act as CLAPA’s link to the local community.

This independently-evaluated project has seen fantastic success so far in setting up locally-led services and support networks, and in giving different areas of the UK a local advocate. In the lead-up to 2020, our priority is to consolidate these projects to ensure a sustainable service to support families for many years to come.

We are also currently undertaking a project to evaluate the needs of the 70,000 adults born with a cleft in the UK with a view to creating targeted support services.

**This Post**

With CLAPA’s current Head of Fundraising taking on the role of Interim CEO as our Chief Executive goes off on maternity leave in August, we are seeking a confident and experienced candidate to cover the position of Interim Fundraising Manager. This role will be a key part of our busy office-based team in London, and will manage our fundraising programme.

You’ll be leading a hardworking fundraising team of three staff who are experienced in their respective fundraising areas. You will have responsibility for managing our varied fundraising programme which includes challenge events, community, trusts and legacy fundraising. Reporting into the Interim Chief Executive, you will play an active part in a Senior Management Team that includes the Communications and Information Manager, the Finance Manager and the Interim Chief Executive. CLAPA has a strong track record particularly in community and events fundraising and has dedicated support from those personally affected by cleft.



In addition to managing your team and relationships across the organisation, your role will be to work alongside the Trusts and Grants Fundraiser to secure trust support as well as administering our small scale legacy programme. You will also support our Senior Community Fundraiser with key relationships as appropriate.

**Working for CLAPA**

This national charity is run from a small, friendly office in Cambridge Heath, London. Several of its 19 staff are part-time and/or home-based, and flexible working is a key benefit that the charity offers to its employees.

CLAPA is structured around a small Senior Management Team and CEO who report to the Board of Trustees (the majority of whom have a personal or professional connection to cleft lip and palate), with a constructive, collaborative culture where all voices and contributions are valued. CLAPA encourages cross-team working to give staff a chance to test their skills and learn about every area of our work.

**Interim Fundraising Manager**

**Job Description**

**Reporting to:** Interim Chief Executive

**Salary:** £32,000 - £35,000 (dependent on experience)

**Benefits:**

* 25 days annual leave plus 3 days closure over Christmas (pro rata)
* 5% non-contributory pension on completion of a probationary period of six months (backdated to three months from start date).
* Option for flexible working, access to unpaid leave and Time Off in Lieu Policy
* Based at: London office (some home working could be considered)

**Job Description**

This post is an exciting opportunity to lead a talented team; who fundraise across a diverse range of income streams which includes: community fundraising, challenge events and trust fundraising as well as our small scale legacy programme. The postholder will manage 3 direct line reports, alongside undertaking some trust fundraising as well as administering a small number of legacy gifts.

**Key Tasks**

* Manage, lead and motivate the fundraising team to deliver stretching income targets.
* Support the implementation of the fundraising strategy.
* Embed a positive culture of fundraising across the organisation.
* Manage a small number of key trust relationships.
* Work with the Trusts and Grants Fundraiser on key funding applications to trust supporters.
* Administer legacy income support.
* Manage and review all fundraising income and expenditure budgets, setting ambitious yet achievable objectives for each team member and the overall team.
* Continue the ongoing development of CLAPA’s stewardship programme.
* Work in partnership with the Communications and Information Manager to ensure that the Salesforce database works efficiently to meet the needs of the team.
* Make an active contribution to the Senior Management Team and the monthly organisation team meetings.
* Monitor all fundraising activities and ensure that they comply with the current regulations including the Fundraising Regulator, ICO and GDPR.
* Keep abreast of new developments and activities within the fundraising sector.
* Undertake any other duties as deemed appropriate.

**Person Specification**

**Professional skills, knowledge & experience:**

**Essential**

* Demonstrable strong leadership skills with an ability to motivate a team to achieve objectives.
* Demonstrable experience in team or line management with an ability to resource and delegate effectively.
* Demonstrable experience in successfully generating significant income from at least two of the following forms of fundraising – corporate, trusts, major donor, legacy and community.
* Strong relationship management skills with the ability to network and engage at a senior level.
* Excellent interpersonal skills with the ability to relate sensitively and assertively to internal and external contacts at all levels.
* Excellent project management and time management skills, the ability to prioritise conflicting priorities and work under pressure to meet strict deadlines.
* Excellent administrative and organisational skills and a high level of proficiency in Microsoft Office.
* Self-motivated with the ability to work independently and as part of a team.
* Ability to work with staff members, suppliers and volunteers at all levels.
* Proven ability to take initiative and responsibility to get things done.
* Excellent communication and interpersonal skills, written and oral.
* Willingness to travel and to be flexible about hours of work on occasion (Time Off in Lieu is provided)

**Desirable**

* Knowledge or understanding of cleft lip and/or palate
* Experience in working with CRM databases – knowledge of Salesforce would be useful but training can be provided

**How to Apply**

Please complete the Application Form included in the Recruitment Pack and send to [info@clapa.com](mailto:info@clapa.com) with ‘Fundraising Manager Application’ in the subject. You may also return your form by post to ‘Toni Kitchingman, Cleft Lip and Palate Association, 244-254 Cambridge Heath Road, London, E2 9DA’.

You may request an application form in another format by emailing [info@clapa.com](mailto:info@clapa.com) with ‘Fundraising Manager Recruitment Pack Request’ in the subject. Please save your completed application form with your name in the filename.

All applications are subject to our shortlisting process; so if you’re shortlisted we will contact you and invite you to attend an interview. We’ll also tell you if there will be any skills tasks to complete as part of the recruitment process.

**If you have not heard from us by 11th June, please assume your application has been unsuccessful.**

**Applications close:** 7th June

**Interviews:** 20th June, depending on availability

**Start date:** early August, depending on availability

**Contact**

Contact Toni Kitchingman, at toni.kitchingman@clapa.com or call the CLAPA office on 020 7833 4883 if you have any questions about the role or the application process.