

Job Description

Job Title: Trusts Manager

Work Location: Witney (minimum 40% office based)

Who We Are

Every day, millions of Christians risk their lives to follow Jesus. In more than 70 countries, Open Doors supports them by supplying Bibles, providing emergency relief and helping persecuted believers stand strong for the long-term. In the UK and Ireland, Open Doors helps the church to pray, give and speak out for those who share our faith but not our freedom.

Job Summary

The Trusts Manager will maximise income generation by managing the administration of existing trusts and growing income from new grant making organisations. This includes promotion, marketing, fundraising, training and administration.

The Trusts Manager will answer enquiries from all external parties connected with potential donations and applications to Trusts and be the internal champion for Trusts and Foundation giving

Working closely with other relationship managers, the Trusts Manager is responsible for delivering the Trusts strategy, and building Open Doors' reputation as an excellent recipient and steward of trust grants and donations. The Trusts Manager ensures all work is executed in accordance with all relevant legislation; and thereby increase the income received from trusts and foundations

About the Team

The position sits in the Partnerships Team and reports to the Head of Partnerships. You will form close working relationships with: Church Relationship Managers, Marketing and Content teams, Finance and Supporter Services, and the Marketing Analyst

Hours

22.5 hours per week, usually between 8am to 6pm Monday to Friday. This position involves some evening and weekends at conferences and events for which TOIL (time off in lieu) may be claimed. Our policy is a minimum of 40% of hours in the office, with the remainder remote working. Wednesday is a mandatory office day.

Key Responsibilities and Requirements

Trust Management and Administration

- Collaborate with the Head of Partnerships to identify, research, initiate contact, and engage potential trusts, while also maintaining and enhancing the existing pipeline of relationships with existing groups
- Maintain and develop a professional and spiritually sensitive relationships with the trust managers and/or trustees at our partner trusts
- Work alongside colleagues - including Partnerships Coordinator, the Data Team, Supporter Relations and the Head of Marketing - to prepare and submit funding proposals and contribute fund raising events when necessary

- Ensure that grant related data stored in the customer relationship management (CRM) system remains current and compliant with general data protection regulations brackets (GDPR).
- Monitor income and expenditure budgets, and provide reports as required

Marketing:

- Promotion using existing channels and platforms e.g. events, magazine, online
- Manage existing Trust materials and develop new materials where necessary to support trust giving

General

- To ensure the highest standards of supporter care, through proposing and maintaining accurate and timely stewardship and reporting mechanisms.
- To undertake other reasonable activities as requested by the Head of Partnerships.
- Appoint and manage specialist contractors as/when required.

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Applying your Christian Faith to this Role

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- contributing to and leading daily devotions (this can be for the whole team or just smaller, departmental groups)
- participating in retreats, days of prayer and fasting etc.
- committing to private prayer for the work associated with this role, your direct reports and closest colleagues
- working in such a way so as to reflect biblical principles of leadership and service
- applying biblical principles of godly stewardship to operational responsibilities
- to be open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else.

Limits of Authority

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

Who You Are

You will demonstrate the following essential criteria for this role:

Calling

- committed Christian who is completely in sympathy with the calling and mission of Open Doors
- passionate about the persecuted church, with a vision and passion for communicating the message of the persecuted church
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Competency

- experience of trust management or trust administration in a similar role
- ability to empathise and communicate confidently with members of the public, trust managers and internal stakeholders at all levels
- proven experience of prioritising workload, matched by meticulous attention to detail
- experience in using Microsoft, including Excel, Word and Outlook
- knowledge and experience in using a fundraising database

Character

- able to work effectively under pressure
- responsible and mature outlook
- high standard of personal hygiene; clean, tidy and professional appearance
- a positive and professional approach, both internally and externally
- willingness to work beyond normal office hours when required

Culture

- chemistry with Open Doors Staff
- commitment to Open Door's Core Values

In addition, it would be beneficial for you to demonstrate one of more of the following:

- Experience in using CRM or equivalent
- Member of Institute of Fundraising
- track record of growing an existing trust portfolio within the charity sector

Enhanced disclosure information may be requested from the DBS in the event of a successful application.

Our Statement of Faith

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;
and in Jesus Christ His only Son, our Lord,
who was conceived by the Holy Spirit;
born of the Virgin Mary;
suffered under Pontius Pilate;
was crucified, died and was buried.
He descended into hell,
the third day He rose again from the dead;
He ascended into heaven, and sits at the right hand of God the Father Almighty,
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;
the holy Christian Church;
the communion of saints;
the forgiveness of sins;
the resurrection of the body;
and the life everlasting.