



ROLE PROFILE

Job Title:	Individual Giving Officer
Location:	Mary Rose Trust, Portsmouth
Line Manager:	Director of Development, Engagement and Marketing
Key relationships:	Grants and Prospects Manager, Head of Anniversary, Head of Marketing, Finance Team
Key external relationships:	Donors, Patrons, Funders and other external stakeholders.

Purpose of role:

The Individual Giving Officer develops and implements the legacy and individual giving programmes – including stewardship of donors and patrons.

Main Responsibilities:

1. Working with the Director of Development, Engagement and Marketing, to develop and deliver the legacy and individual giving programme for the Trust.
2. To develop and implement stewardship of donors, including the arrangement of visits/events.
3. Nurture relationships with past and current donors, coordinating with colleagues as required.
4. To maintain and develop the Trusts donor records/database, and to work with the Development Team to grow membership/donations.
5. To prepare and submit reports on the individual giving areas within the Trust, including monthly reports on funds raised.
6. To liaise with the Development team to ensure that donors are acknowledged appropriately on-site, online and in print.

7. Coordination of regular communications such as e-newsletters.
8. To work with finance to ensure all donations are recorded and acknowledged in line with the stewardship framework for individual donors.
9. To provide administrative support to the Director of Development, Engagement and Marketing as required in order to support Development and Fundraising initiatives.
10. To support general giving in the museum, including contactless and cash giving.
11. To support other colleagues with the Development Office and the wider Trust in the drafting of applications where appropriate.
12. Working with the Head of Marketing and Sales Manager to help deliver the Marketing of the Legacy and Individual Giving campaigns.
13. Prepare a report for, and minute the Fundraising Committee meetings.
14. Taking ownership for any lectures or one off events that the Mary Rose delivers including the organising, advertising and delivery – working with the Commercial Operations team and the Development, Engagement and Marketing Teams.

Other duties

To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder must be prepared to work occasional weekend and bank holiday days, as well as occasional evening work.

1. Experience

Essential

- Knowledge of the Individual Giving/Fundraising sector
- Minimum of 3 years' experience of working in a busy office environment, ideally in a Heritage and/or Charity environment
- Evidence of delivering excellent customer service/stewardship to donors/patrons.
- Experience of administering complex systems and databases.
- Experience of producing reports, and delivering events
- Experience of working effectively with multifunctional teams.
- Ability to analyse business data and draw evidenced conclusions for implementation.

2. Skills

Essential

- Excellent people skills, ability to build good working relationships with colleagues, funders and donors
- Enthusiasm
- Results focussed, analytical and numerate.
- Strong team working, team building and motivational skills, empathy and people focus.
- Excellent written and verbal communication skills.
- Ability to juggle multiple priorities calmly & effectively.
- Innovative, lateral thinker.
- IT, digital/social literate.
- Self-motivated, with strong time management skills.
- Strong self-awareness and commitment to ongoing personal development.

3. Knowledge

Essential

- Clear understanding of individual giving, including legacy and patrons/friends schemes