

NORDOFF & ROBBINS

Job Title:	Trusts and Foundations Officer
Accountable to:	Head of Trusts and Foundations
Location:	London/Hybrid working (2 days in the office, 3 days WFH)
Working Hours:	Full time, 40 hours per week (including a paid hour for lunch each working day)
Contract type:	Permanent
Annual leave:	31 days pa plus bank holidays
Salary:	£34,921 (plus £1,500 London Weighting, if applicable) - total salary £36,421 FTE.

About Nordoff and Robbins

We stand for music and believe in the value of music for all people in our society. Every day we use the power of music to enrich the lives of people affected by life-limiting illness, trauma, isolation, social exclusion or disability.

Our goal is to bring more people together through the power of music. We can only do this if we employ creative new approaches to fundraising, marketing and communications that help us engage more people and grow our philanthropic support.

We need courageous, curious, agile, innovative change makers and music lovers like you to make this happen. This role is your chance to help us achieve our ambitious goal of helping more people's lives through music.

Our culture

At Nordoff and Robbins everyone has a role to play in building and nurturing our inclusive culture. If you join our team, you will be encouraged to be yourself and we want everyone to feel a sense of belonging.

This role is full time. We offer:

- Flexible working. Colleagues who are London-based are asked to be in the office each Wednesday (although it is possible to work more days in the office if preferred).
- Salary sacrifice benefits including cycle to work.
- A true People First charity with training and career development as part of our core.
- An inclusive culture where you will feel a sense of belonging.
- Lots of music!

Our Fundraising Directorate

Along with our colleagues in Events, Corporate Partnerships and Individual Giving our dedicated and motivated Trusts and Foundations team plays an integral role in achieving



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our ambition to support more vulnerable children and adults across the UK through music therapy

The T&F Team has recently expanded and currently comprises a Deputy Director of Fundraising, Head of Trusts and Foundations, a Fundraising Operations Officer (shared with the Corporate Fundraising Team) and two Trusts and Foundation's Officer positions.

With T&F staff based in Scotland and London, we work closely together and need to be flexible, often stepping in for one another. As well as regular one-to-one meetings with respective line managers, we meet regularly altogether online to share and track progress, deal with any issues and pass on useful insights and news.

As most of our fundraising applications seek support for Nordoff and Robbins' Music Therapy. The T&F team is in regular contact with our Music Services Department and you will be encouraged to see Music Therapists at work in a variety of settings. The T&F Team is also frequently in touch with Finance, Communications and those who lead on our postgraduate teaching and research to gather information for funding proposals and updates, along with material and ideas for further cultivation and stewardship.

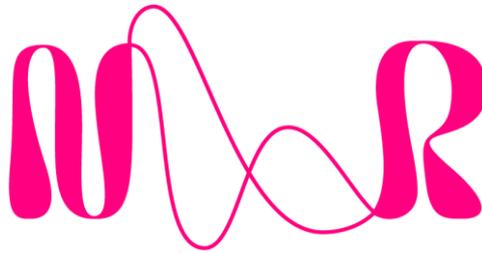
About the role

The Trusts and Foundations Officer will be a vital and valued member of the T&F team, line managed by the Head of Trusts and Foundations. You will have responsibility for account managing a portfolio of funders with a focus on small to mid-level charitable trusts and grant opportunities.

As well as account managing current funders to grow their support you will research new prospects to build up your portfolio of trusts, foundations and other grantmaking bodies to secure new gifts in support of our Music Therapy services.

In addition to your own fundraising, you will contribute to other cross-team tasks, for example around prospect research, proposal development, tracking trends in good fundraising practice, gift administration and data management. You will also provide occasional support to the team including the Head of Trusts and Foundations and Director of Fundraising, giving you the opportunity to gain experience of working on larger and more complex funding proposals.

You will be a thoughtful, determined and creative fundraiser, keen to keep learning and apply new knowledge to your day-to-day work. In turn, you will play a crucial role in building a positive future for Nordoff and Robbins and for all those who benefit from Music Therapy.



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What you'll be responsible for:

Aim 1: To maximise charitable income from trusts, foundations, the lottery and statutory bodies, mainly but not exclusively, at the four and five figure level.

- a. Manage, steward and grow a pipeline of grant givers, producing robust funding applications, regular updates, prompts for repeat gifts and bespoke touchpoints (news pieces, highlights on social media etc.) to pique donor interest through the year
- b. Work alongside T&F colleagues to package up Nordoff and Robbins' Music Therapy work and create costed new fundraising propositions that deliver against agreed priorities for fundraising
- c. Help build the T&F prospect pool by monitoring grant updates, newsletters, websites etc. and update the team regularly on potential new funding opportunities that fit well with Nordoff and Robbins work
- d. Look after all your own gift administration, keeping accurate records of income, grant agreement terms, reporting etc. using Salesforce
- e. Provide additional research and writing support to the Trusts and Foundations team as and when requested.

Aim 2: To develop strong internal and external relationships in the context of donor development and support.

- a. Forge good working relationships with staff across Nordoff and Robbins - particularly our Music Services and Education teams - to better understand our work and gather ideas and information for funder materials
- b. Actively participate in Fundraising Department meetings and cross-team initiatives to ensure maximum opportunity is gained from external networks and that all aspects of Nordoff and Robbins' fundraising activity is well joined-up
- c. When attending external meetings, or at project visits, events etc. act as a Nordoff and Robbins' ambassador and look to build relationships with all those who can bring value to and help support Nordoff and Robbins.
- d. Offer an occasional hand to Nordoff and Robbins Events team, to help public-facing events run smoothly
- e. Contribute to the development of new fundraising materials and engagement opportunities, such as project visits and 'open house' events; also take an active role in other Nordoff and Robbins' activities which may help further donor engagement e.g. our Masters in Music Therapy Graduation services and Christmas carols.
- f. Comply with all Nordoff and Robbins policies and procedures to deliver fundraising to best practice fundraising

Aim 3: General responsibilities

- g. As a term of your employment you may be asked to undertake other duties that are within the scope, spirit and purpose of this post and might reasonably be required of you temporarily, or on a continuing basis.



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CORE SKILLS

These are the key skills which you'll bring to the role

Skills and knowledge	Why this matters
Methodical approach, excellent organisational skills as well as strong attention to detail.	<p>As you build up your portfolio of prospects and donors, you will have funders at all stages of solicitation and will need to make sure that each relationship is moving forward, and on track. Being methodical and consistent in your approach to everyday tasks e.g. record keeping, will help keep your workload in check.</p> <p>The role also requires careful attention to detail e.g. when reading funder guidelines, writing grant applications and updating the supporter database.</p>
Excellent written and verbal communications with the ability to communicate effectively and professionally with different internal and external audiences.	<p>Communication is key to this role. You will put together accurate and compelling written material – funding applications, update reports, presentations, and general interest communications – and will need to decide what to include and how to structure a strong fundraising 'ask'.</p> <p>You will also need to be clear in other written communications such as email and in administrative documents, as well as frequent communication on the phone/Zoom meetings.</p> <p>And you should feel comfortable about speaking with, and meeting people in person e.g. a grant assessor may want to meet with you to discuss a proposal, or you may be involved in organising a supporter visit to see our Music Therapy first hand.</p>
Strong IT skills (Excel, Word, PowerPoint) and experience using a database	<p>IT underpins a large part of our everyday working, especially now many of us spend part of the week working from home. There are a wide range of documents, databases and programmes used at</p>



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	<p>Nordoff and Robbins. You will need to be confident, self-sufficient and practical in using the various systems available; also in identifying any related training needs.</p>
<p>Awareness and commitment to confidentiality and data protection including GDPR.</p>	<p>Everyone in the Fundraising team shares responsibility for our supporter data and how it is stored and processed. All staff get appropriate training when joining and at regular intervals thereafter.</p>
<p>Effective listener and be able to adapt and take on board feedback.</p>	<p>In this role you will meet Nordoff and Robbins friends and stakeholders and will put your 'people skills' to best effect as you draw out their interests, priorities and motivations for charitable giving. This in turn will help shape your thinking around donor care.</p> <p>As an organisation we ascribe to the management style of trainer and author Brene Brown 'Dare to Lead' and all Nordoff and Robbins staff are encouraged to use this approach when seeking and giving feedback.</p>
<p>Experience</p>	<p>Why this matters</p>
<p>Ability to work independently and flexibly, able to re-prioritise workload when urgent things come in but still be able to achieve longer-term objectives</p>	<p>Keeping on track with deadlines for funder applications and update reports is an important part of this role. There are times when workloads will be heavier, and it is crucial to be able to effectively balance multiple tasks at once, prioritise and manage varying deadlines.</p>
<p>Experience working in a team which is working towards achieving income targets</p>	<p>This role requires frequent communication and involvement with the wider Fundraising team, Finance, Operations and Music Services. We currently share a T&F team fundraising target, but everyone is expected to play their part in helping achieve this.</p> <p>Ideally you will demonstrate at least a year's experience of trusts fundraising.</p>



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<p>Experience of working in a charity or other not for profit organisation</p>	<p>Your experience and understanding of the not-for-profit sector will inform the way you communicate with external stakeholders in person, on the phone or in written communications. It will help you manage the administration and compliance related to fundraising and mean you are quicker at navigating team plans, as well as understanding what your colleagues in other Fundraising teams are up to. Don't worry, you don't need to know everything, but a good grasp of the voluntary sector will put you on the front foot.</p>
<p>Excellent time management skills</p>	<p>You will be expected to draw up and manage your own schedule listing which funders to approach each month. Sometimes you will need to make decisions around competing priorities and deadlines. It will be essential that you plan your time in an effective way in consultation with your line manager.</p>
<p>Highly numerate</p>	<p>Working with budgets and figures for inclusion in funding applications, reports and forecasts. There's nothing worse than having a funder point out your budget doesn't add up!</p>

ADDITIONAL SKILLS

These skills aren't essential, but we would be interested to hear if you have skills in these areas.

Experience	Why this matters
<p>Experience of collaborating with cross functional teams and volunteers as well as researching and compiling information to create a robust and evidenced fundraising proposition.</p>	<p>In answering funder questions or writing proposals you will need input from a number of teams e.g., Music Services for project information, Finance for budgets, People and Culture for staff numbers etc. As part of this role you will need to take account of other colleagues' competing priorities/demands on time and factor this</p>



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	into your plans and communications.
An interest in music and/or how music therapy can support vulnerable and isolated people	Our colleagues are passionate about the potential for music to enrich the lives of those living with life-limiting conditions, disability, or those in social isolation. It's important that all members of the team share our values to best support and represent our work. We consider all our staff to be Nordoff and Robbins ambassadors.

Other

- The post holder will be subject to a basic DBS check and work in line with charity-wide policies for Safeguarding; Equity, Diversity, Inclusion and Belonging; Data protection; Gift Acceptance etc.
- Some evening and out of hours work may occasionally be required
- Home working will be considered, although we will expect a commitment to occasional travel if and when it is essential to you fulfilling your fundraising remit. This job description will likely grow with you! Nordoff and Robbins will periodically review it with you and update it as and when appropriate