

**Job Title:** Fundraising Programme Manager  
**Reporting to:** Head of Community Income & Fundraising Operations  
**Directorate**  
**Direct Reports:** 0

**Job Band:** Band 3  
**Team**

## Job Summary

This role is responsible for managing and improving the restricted fundraising process across St John, enabling the Fundraising teams to maximise funds in line with critical strategic objectives and liaising with Finance and Operations teams to ensure they are spent in line with restrictions. This role supports the wider fundraising teams to develop cases for support to inspire people about the difference donations make and collaborate with Communications functions to make sure we can tell the story of St John and the difference we make powerfully in line with the required compliance and restricted funds needs of the business.

## Key Responsibilities

- Manage the Restricted Funding process including the development and continuous improvement of funding strategies for all identified funding opportunities.
- Lead on design and manage fundamental systems to ensure visibility of restricted funding opportunities by gathering, recording, analysing and communicating information consistently with external and internal communication messages.
- Lead process management, including all restricted funds meetings, documentation, and reporting requirements
- Refine and embed the process across the organisation to successfully deliver effective results contributing to the strategic objectives
- Build and manage strong stakeholder relationships (across Fundraising, Finance and Operations) with those responsible for providing input to the restricted funding process across the organisation and the users of the information.
- Deliver annual restricted priorities in collaboration with the Operations team and manage the annual progress review
- Ensure Fundraising communications including Cases for Support reflect our brand and target audience strategies, working closely with colleagues from the Communications, Fundraising, Commercial Marketing, Priory, and Operations to ensure this alignment
- Collaborate with the finance team to ensure accounting for restricted income is recorded accurately and timely
- Establish robust key processes to ensure that restricted funding opportunities are communicated effectively across Fundraising.
- Resolve competing requirements for specific restricted funding opportunities to mitigate risk to reputation in a fast paced environment
- Ensure compliance with all GDPR regulations, including an overview of the consent process for Non-Mass Fundraising by identifying data protection and information management issues/risks and make recommendations for change

## Important things you need to know about this job

- Be able to work on your own initiative and be highly motivated to achieve both personally and through the team
- Have willingness to learn and adapt new skills
- Be willing to travel and work out of normal office hours when required
- Be experienced in working in a change environment

## Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

## Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
Educated to GCSE level or equivalent (Grade C / 4) including Maths & English, minimum 5	✓	
Project or Process Management Qualifications		✓
<b>Experience</b>		
Strong project management experience leading cross-organisational teams on the planning, development, monitoring and reporting and delivery of restricted funding and compliance	✓	
Stakeholder relationship building and management	✓	
Manages complex discussions, conflicts, and negotiation between people with ease		✓
Understanding and Experience of handling the breadth of Compliance challenges across fundraising teams	✓	
"Collaborative working style, with a movement builder mindset		✓
Significant experience of working at a senior level within a fundraising department working on Restricted Funding and compliance	✓	
Managing multiple projects and business plans	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate effectively with ability to build and develop stakeholder relationships internally and externally	✓	
Working with a charity brand and with both supporters and volunteers, including in their role as advocates and brand ambassadors	✓	
Excellent ability to present in writing and verbally coherent information to a range of stakeholders in a manner that is clear, engaging, accurate and achieves desired outcomes	✓	
Able to adapt to shifting priorities depending on internal and external developments, managing expectations/pushing back/creating new solutions where appropriate	✓	
Be able to confidently use MS Office products at intermediate level	✓	
Be willing and able to exemplify the HEART values	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: LB

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