

Philanthropy Officer

Applicant information pack



We are

1,400

different food bank locations

40,000

volunteers in our network

12,000

churches supporting us

100,000+

community groups and schools and millions of
people across the UK ready to take action

**And together,
we are Trussell.**

Introducing Trussell

Our vision is for a UK without the need for food banks or put another way, we exist so everyone can be free from hunger.

We're an anti-poverty charity and community of food banks. We work together to ensure no one in the UK needs a food bank to survive, while providing food and practical support to people left without enough money to live on.



Our mission

We exist so that everyone in the UK can be free from hunger. We work together to ensure no one needs a food bank to survive. Until that happens, we will continue to stand alongside people facing hardship, providing emergency food and practical support to people left without enough money to live on.

Our values

Our values underpin everything we do. Hunger and poverty are not inevitable, and we all have a responsibility to take action.



Compassion

This motivates us to stand alongside people facing hardship and provide support and care for individuals.



Community

As people, we are all interconnected, and because of this we have a responsibility to support one another.



Justice

This drives us to insist that it is not right that somebody should experience hunger or poverty, and take action to change this.



Dignity

We recognise the value of every individual, prioritising other people's needs and concerns in the spirit of friendship.

Ending hunger together

Last year, our community of food banks distributed 3.1 million emergency food parcels – the most ever in a single year.

People need food banks when they don't have enough money to afford the basics forcing impossible decisions like whether to heat their home or put food on the table, or whether to go without toiletries like shampoo, toilet roll or tampons.

Hunger in the UK isn't about food – it's about income.

We need urgent action on hunger in the UK. People are being pushed to the brink because they don't have enough money to live on. This can't go on. We refuse to stand by while so many of us can't afford to eat, keep warm and pay the bills.

How will we end the need for food banks?

Food banks are a vital lifeline for so many people facing hardship, but in a just and compassionate society, no one should need one.

Not so long ago, food banks were not needed to the extent they are today. Our social security system was created 80 years ago to protect people from hunger and hardship, and for decades after, people were a lot less likely to need a charity's help for the essentials. So we know things can be better.

We know what's pushing people to food banks and we know the building blocks needed to end hunger for good.



The role

Programme: Together with Trussell

Responsible to: Philanthropy Officer

Hours: Full-time (35 hours per week)

Salary: £39,878.18 per annum plus benefits

Based: Home-based, London or Salisbury, with UK-wide travel as required including attendance at meetings 121s, team away days, staff conferences and external events

Role purpose

A key element of Trussell's high value income is from individual donors and Trusts, who support our work and mission. The Philanthropy Officer is accountable for managing a caseload of trusts and major donors who are giving up to £10k annually, stewarding them effectively to help secure income to fund Trussell's work.

The Philanthropy Officer is responsible for developing appropriate engagement and stewardship journeys for this group of donors, with the aim of retaining and increasing financial support for Trussell.

This role is part of the Together with Trussell programme, the goal of which is to build stronger connections with our supporters, partners and donors in order to increase funding, campaigning, and other forms of support for our work.

Key Responsibilities

1. Steward a caseload of major donors and trusts

Manage a caseload of c.150 major donors and c.600 trusts (c. £5k-£10k per annum giving levels). Effectively steward a cohort of donors and Trusts who support Trussell's work and mission to ensure that Donors and Trusts are updated, understand the impact of their support, loyalty is strengthened and income secured.

2. Deliver high-quality stewardship communications

Produce personalised thank-yous, updates, impact reports, and tailored asks, and developing some one-to-one relationships to ensure donors and Trusts receive timely, meaningful engagement that demonstrates the impact of their support and inspires them to continue giving.

3. Develop and submit funding applications

Prepare and submit bespoke applications to trusts when required, in order to secure additional income through compelling funding applications. Opportunities to secure income and cultivate relationships are maximised.

4. Maintain accurate supporter records

Maintain accurate records on our database; facilitating accurate data management and effective stewardship. Delivering analysis, forecasting and segmentation for mailings, to enable compliant, insight-led fundraising activity.

5. Design and manage supporter journeys

Context: Work collaboratively across the team to design and manage supporter journeys for Major Donor and Trusts which enhance the consistency and quality of engagements, building stronger donor experience and improved engagement.

6. Provide administrative and team support

Context: Support the team with administrative tasks, when required to ensure smooth operations and timely delivery of team projects and tasks, supporting efficient team delivery and coordination.

Person specifications

Core Knowledge:

- Understanding of major donor and/or trust fundraising principles.
- Knowledge of GDPR and fundraising-related data protection.
- Knowledge of CRM systems and data management.

Essential Skills:

- Excellent written communication.
- Strong verbal communication.
- Ability to manage multiple projects and meet conflicting deadlines.
- Ability to distil complex information into compelling and succinct communication.
- Accurate data handling.
- Collaborative and proactive approach.

Key Experience:

- Experience in high-value fundraising or transferable experience.
- Experience using CRM databases.
- Demonstrable relationship-building experience.

Key stakeholders

Internal: Line Manager, Philanthropy Manager (Trusts), Supporter Care, Comms & Marketing, High Value Team.

External: Major Donors, Trusts, Donor Research Consultant, Suppliers.

Committed to being a
menopause friendly
employer



If you have questions about this position, please call
01722 580 180 or email recruitment@trussell.org.uk.

trussell.org.uk/jobs

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