

Individual Giving Officer

Candidate information pack

Role: Summary

Job title:	Individual Giving Officer
Department:	Fundraising
Status:	Permanent, Full time
Salary Range:	£27,707 - £32,325
Location:	St James's Square, London SW1, with the option to work from home some days
Reports to:	Patrons & Legacies Manager
Key relationships:	Fundraising Director (FD) Other members of the Fundraising Team PA to the Director (Chief Executive) Library staff, especially Finance Office, IT, Collections and Discovery, Membership, Marketing, Communications and Programmes, and Acquisitions External contacts including trustees, prospects, members and supporters and visitors to the Library

Purpose:

- Support individual giving fundraising activity across key income streams including patrons, legacy and major giving programmes
- Support the organisation, administration and delivery of fundraising, cultivation and stewardship events
- Departmental support and donation administration
- Support and undertake fundraising activity in line with patrons, legacy and individual giving priorities

Role: Key Duties

General Fundraising Department Administration

- Donor Stewardship: Ensure donor communication, stewardship and acknowledgment processes are in place and that donors are thanked appropriately and promptly, and co-ordinate and deliver the regular supporters' newsletter
- Donation administration and processing: Act as the first point of call for all donation queries, process and record donations received, oversee the Standing Order donations

- General Fundraising Office support: Taking phone calls, preparing documents and letters and updating paper and electronic files, records and archives as necessary and in compliance with Data Protection regulations
- CRM: Extract data from the CRM for Fundraising mailings and reports as required, log donor communication regularly and timely

Individual Giving Fundraising

- Patrons Regular Giving Programme: Support the Patrons and Legacies Manager to deliver the patrons programme, implement promotional materials and strategies, and process renewals
- Legacy Giving: Support the Patrons and Legacies Manager to deliver the legacy giving programme, implement promotional mailings and strategies, respond to and follow up with enquiries, update the CRM with pledges and gifts received
- Major Giving: Support the Senior Major Gifts Manager to deliver a major gifts programme including drafting approaches, applications, emails and proposals as required, and work closely with the Fundraising Operations Officer and Senior Fundraising Operations Manager to progress major gift prospects
- Cultivation, stewardship and solicitation: Support the team by recording proposals, approaches, applications and key communications sent to prospects, advocates and donors

Fundraising Events

- Fundraising events delivery: Support the Fundraising Events & Venue Hire Manager with the organisation and delivery of the Fundraising Team's programme of events, liaising with Library staff regarding event logistics and staffing, drafting invitations and event emails, compiling event briefings and guest list notes and handling any queries that arise regarding events, acting as the event manager as required (regular evening and occasional weekend work required for TOIL).
- Invitation lists and RSVPs: Compile, coordinate, and circulate timely and accurate invitation mailing lists in coordination with the Fundraising Events & Venue Hire Manager and act as the initial point of contact for RSVPs and event attendees, updating the CRM as required
- External suppliers: Liaise with external suppliers to provide high quality value for money experiences for donors and prospects
- Support the Fundraising Team with event follow-up activities including processing mail-outs and recording the outcome of any approaches on the Library's CRM system

Other Duties

- Contribute to the development and implementation of the Fundraising Strategy
- Support with Trusts and Foundations fundraising when required, including draft approaches or small applications
- Build and develop relationships with donors and prospects to facilitate fundraising
- Work with external stakeholders, including trustees and supporters, as required to facilitate this role
- Acquire knowledge of the Library and its membership to answer queries and give tours to prospective members as required
- Speak about the Library and all aspects of its fundraising both face to face and on the telephone

- Attend and contribute to regular Fundraising Team meetings, and Library events and activities, both onsite and offsite (this may include occasional overseas travel)
- Attend appropriate training courses to improve and extend skills base as recommended by the Library
- Undertake other administrative tasks and projects as required for the efficient running of the department
- Undertake any other duties as may be reasonably required by the Fundraising Director or the Director of the Library

The job description set out above does not form part of the contract and may be subject to amendment at the discretion of the Director of the Library.

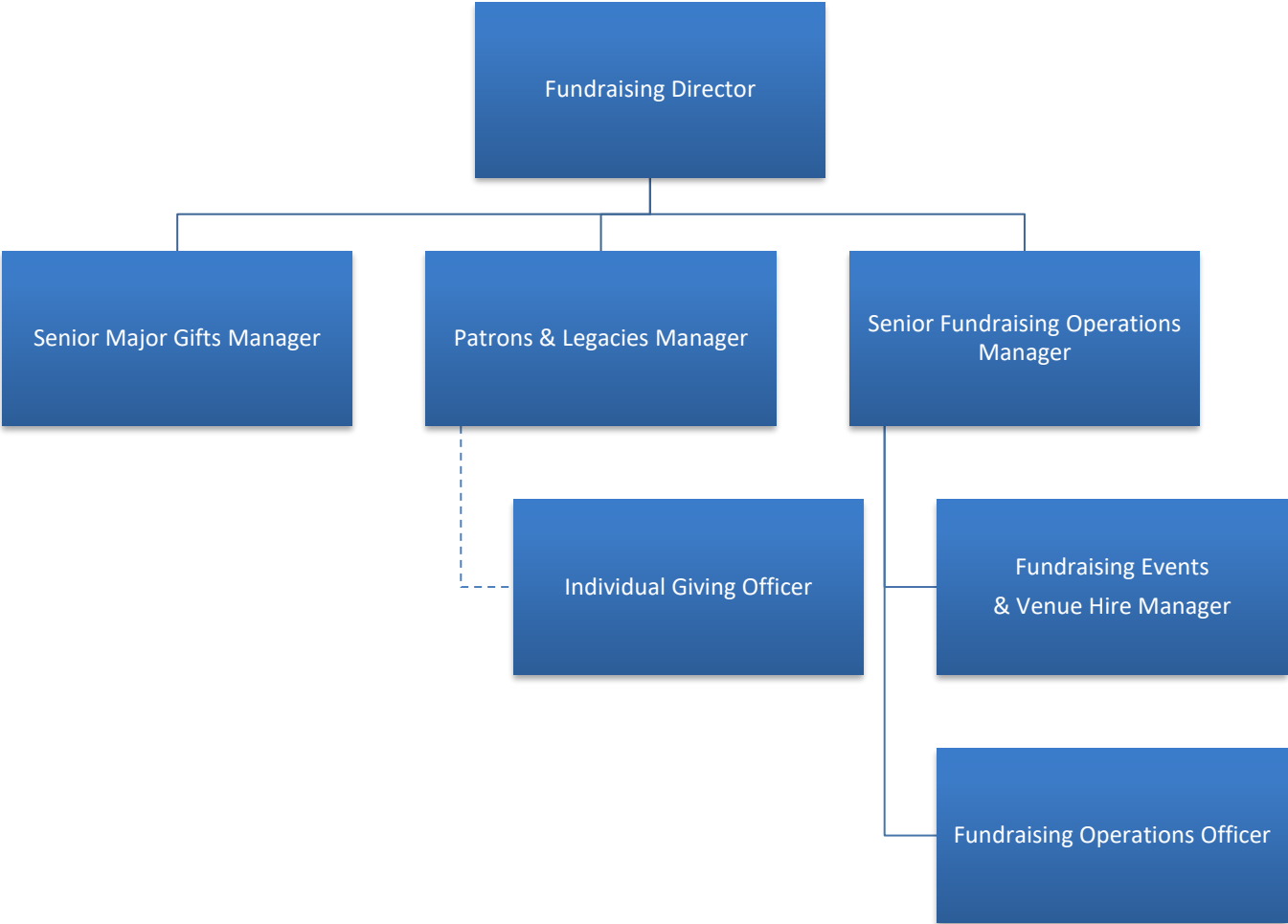
Updated March 2023

Person Specification

	Desirable	Essential
Qualifications		
GCSE Maths and English (Grade A-C) or equivalent		✓
Experience and Knowledge		
Demonstrable experience in a fundraising team for a charity or arts organisation		✓
Desire to pursue a career in fundraising		✓
Experience of administration within a busy team		✓
Experience of planning and delivering events	✓	
Experience of a customer service role	✓	
Demonstrable competence in the use of specialist fundraising/membership software	✓	
Experience of using CRM systems and other databases		✓
Skills and Abilities		
Ability to convey information clearly and courteously face-to-face and by phone, letter and email		✓
Demonstrable competence at Literacy and Numeracy is a priority		✓
Ability to work with absolute discretion, tact and confidentiality		✓
Excellent interpersonal and communications skills		✓
Ability to present information effectively to people		✓
Ability to draft straightforward letters clearly and grammatically correct		✓
Ability to plan, prioritise and carry out work effectively		✓
Attention to detail and meticulous concern for accuracy		✓

	Desirable	Essential
Ability to work to deadlines and to support others doing so		✓
Presentation of a positive and professional image at all times		✓
Ability to work constructively and supportively as part of a team		✓
Excellent IT skills (MS Office, email, Internet) and a proven ability to learn new systems quickly		✓
The ability to undertake remote working effectively		✓
Teamwork and Personal Impact		
Self-motivated and confident		✓
Flexible and adaptable to change		✓
Patient and resilient with a good-humoured approach		✓
Willingness to turn a hand to whatever needs doing and carry out routine work cheerfully		✓

The Fundraising Department



Key Information

Hours of Work, Pay and Benefits

Hours of work

35 Hours per week, Monday to Friday. 9.30 – 5.30 with 1 hour for lunch.

Salary

In the range £27,707 - £32,325 per annum subject to experience.

Annual leave

25 days plus 11 days when the Library is closed for public holidays.

Pension

The Library operates a Group Personal Pension Scheme. Details may be seen at the Library. Eligibility to join and entitlement to benefits is subject to the rules of the scheme.

Meal allowance

In addition to salary, the Library gives a taxable “meal allowance” of £2.08 per day to all members of staff working a full seven-hour day.

Cash Health scheme

All employees will be enrolled into our cash health scheme which allows members to reclaim the cost of medical expenses such as dental fees and prescription charges as well as access to a 24 hour employee assistance service.

Season tickets and bicycle loans

(subject to a qualifying period)
Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

Access to collections

The facility to make full borrowing use of the Library's collections (up to 10 books at a time) and online resources.

Book purchase and binding

Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. Discounts on binding personal books may also be arranged.

Training & Development

The Library is committed to the support and development of all workers. We aim to ensure that all workers not only have the knowledge, skills and experience necessary to be successful in their jobs, but also to fulfil their career potential.

Rest facilities

Staff-room with small kitchen and dining area offering free tea and coffee-making facilities.

Application and selection procedures

How to Apply

Please download the application form from our website, complete all three sections and send them **by email only in MS Word format to:** vacancies@londonlibrary.co.uk quoting reference number LL/23/03.

Timetable

Deadline for applications to be received

Sunday 26 March 2023 by 5pm

Appendix – GDPR Privacy Notice

This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information.

About the information we collect and hold

The table set out in Part A of the Schedule below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of the Schedule below summarises the additional information we collect before making a final decision to recruit, ie before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and those of our third party service providers.

How long we keep your information

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see our data protection privacy notice (employment).

Your right to object to us processing your information

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact vacancies@londonlibrary.co.uk if you wish to object in this way.

Your rights to correct and access your information and to ask for it to be erased

Please contact vacancies@londonlibrary.co.uk if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Part A

Up to and including the shortlisting stage

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name and contact details (ie address, home and mobile phone numbers, email address)	From you	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome To inform the relevant manager or department of your application
Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
Details of your referees	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process To comply with legal/regulatory obligations Information shared with relevant managers, HR personnel and the referee
Information about your health, including any medical condition, health and sickness records	From you	Legitimate interest: to carry out a fair and non-discriminatory process Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process

Part B

Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers Δ	From your referees (details of whom you will have provided)	Legitimate interest: to make an informed decision to recruit To comply with our legal obligations Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To obtain the relevant reference about you To comply with legal/regulatory obligations Information shared with relevant managers and HR personnel
Information regarding your academic and professional qualifications Δ	From you, from your education provider, from the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information Δ	From you and, where necessary, the Home Office	To enter into/perform the employment contract To comply with our legal obligations Legitimate interest: to maintain employment records	To carry out right to work checks Information may be shared with the Home Office
Information about your health, including any medical condition, health and sickness records	From you	Legitimate interest: to ensure intrinsic elements of the role can be met To enter into/perform the employment contract Necessary for performance of rights and obligations in connection with employment	To ensure intrinsic elements of the role can be met To establish if any reasonable adjustments can be made

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.