

Citizens Advice Broxbourne

Business Development Manager (Funding and Engagement)

Job pack

Thank you for your interest in working for Broxbourne Citizens Advice service. This job pack should tell you everything you need to know to apply for this role and what it means to work for us

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Broxbourne Citizens Advice Service
- The role profile and person specification

Want to chat about this role?

If you want to chat about the role further, you can contact Neil Thomas, Citizens Advice Broxbourne Chair, at thomas.n@citizensadvicebroxbourne.org

Our values

We are:

Purpose driven. We always focus on the people who need our help.

People focussed. We recognise, value and reward contributions and talent in an open, fair and meaningful way.

Collaborative. We build relationships across teams and locations to foster innovative and inclusive ways of working.

Transparent. We're open and honest, sharing information early and often when we can

3 things you should know about Citizens Advice

1. We're local and we're national. We have 5 national offices and offer direct support to people in around 270 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us

About Citizens Advice Broxbourne

Citizens Advice Broxbourne is a small independent local charity. We are members of national Citizens Advice but they do not fund us.

We provide free and confidential advice on issues such as debt, benefits, employment, housing and family issues to people in Broxbourne and help people to find a way forward. We collect data about the people we see and the issues they bring and use this to campaign for change where needed. Our

service is delivered primarily by highly trained volunteers many of whom go on to paid work either with us or in the wider community.

In 20/21 we transferred all our services to phone and digital channels answering over 2,000 calls during the pandemic.



The role

Business Development Manager (Funding and Engagement)

Context

Citizens Advice Broxbourne is a small advice charity within Hertfordshire. We have recently received a grant from the local authority to support a fundraising and engagement role within the organisation to develop the service and to put it on a sustainable footing going forward.

Role Purpose

We are looking for an experienced business development manager - a fundraiser / bid writer to generate revenue for our advice services who can engage with partners, potential funders and statutory services and convince them of the value of our service. You will identify new short and long term funding opportunities and develop fundraising bids for trusts, statutory bodies and corporate partners. You will use evidence collected from our extensive client data to underpin this work.

Reporting to:	Trustee Board (managed by the Service Manager)
Hours:	3 days per week
Fee:	£30,000 - £35,000 per annum pro rata (depending on experience)
Duration	18 months initially with contract extension subject to performance.
Location:	Home based but some attendance at meetings within Hertfordshire

Role profile

Main Duties and Responsibilities

Planning and Development:

- Develop a fundraising strategy and plan for board approval with key deliverables and realisable targets
- Report on progress regularly to the Board
- Monitor revenue targets and expenses against budget

Income generation and project development:

- Generate income from a portfolio of bid writing and fundraising applications to deliver or exceed annual income targets
- Research and identify suitable funding opportunities based on local and national Citizens Advice data
- Create and monitor a pipeline of bid and funding opportunities
- Manage and submit well-written, well-researched and compelling funding applications to a range of suitable grant giving trusts, foundations, statutory bodies and other funding sources
- Build a library of reusable content for funding applications
- To lead on the preparation of high quality bids

Partnership engagement and development:

- Support the leadership team in developing effective relations with appropriate authorities, agencies, organisations and individuals including councillors and MPs
- Enhance awareness of the service and how they can help meet funders wider objectives
- Identify and work with other organisations to help create opportunities for joint bidding opportunities

Person specification

Essential Criteria			
--------------------	--	--	--

1. Track record of successful income generation, through fundraising, bid writing, commissioning and marketing activities			
2. Excellent verbal and written communication skills, able to create rapport, be persuasive and present informed, well designed bids			
3. Ability to research and identify suitable income sources that align with the organisation's strategic objectives			
4. Proven ability to devise and implement effective strategic development and project plans, including experience of full cost recovery budgeting			
5. Strong partnership skills, the ability to earn and maintain the trust of funding bodies and partner organisations			
6. Ability to work proactively on own initiative with limited supervision			
7. Excellent IT skills / proficiency			
8. Commitment to the aims , principles and policies of Citizens Advice			
Desirable Criteria			
Knowledge of the third sector			
Knowledge of the advice sector			
Experience of working in the Citizens Advice environment			