

**Operational / External Title: Trusts Manager**

Role Title:	Trusts Manager (Account Manager)
Date of JD Review:	December 2024
Department:	Funding
Team:	Trusts and Global Markets
Tenure:	Full time Fixed-Term, 1 year
Band & Range:	Band C
Location:	London- Hybrid
Reports to:	TBC
DBS check required:	Yes [ <a href="#">DBS Roles</a> ]
Role requires UK	Yes
Budget Holder	No
Direct Reports:	No
Indirect Reports:	No
Dotted line reports:	No
Does This role require international Travel:	Some
<p>Internal Key Contacts: Data Protection, Strategic Funding and Insight Team, Finance, Country Teams and Executive Leadership team for donor relationships. Wider teams e.g. Comms, Digital, Media – where these support on the partnership.</p> <p>External Key Contacts: Gulf funder; trusts donors in the UK</p>	

## **Purpose Of the Role:**

You will be responsible for the account management of our largest funder based in the Gulf, who has supported ActionAid for a decade. This role will deliver exceptional stewardship to the funder. You will work with our Strategic Funding and Insight team and federation members in project countries to deliver on our current grants, manage the submission of new proposals, and strategically maximise future funding opportunities. You will also support the wider Trust and Global Markets team on securing new business for ActionAid and contributing to strategic planning.

## **Main Accountabilities:**

### **Maintaining strong donor relationships (3.5 days per week)**

- Account manage ActionAid's largest funder based in the Gulf, who has supported our global work since 2015.
- Be ActionAid's main point of contact for the funder. Go the extra mile in delivering proactive, thoughtful and strategic stewardship across a multi-grant portfolio, working with senior stakeholders across the organisation when appropriate.
- Work closely with the Strategic Funding and Insight team and project teams in Federation Member countries to co-ordinate multiple proposals and multi-grant reporting to this funder in a timely and engaging manner and in accordance with the funder's reporting requirements.
- Strategically and proactively look ahead to maximise a pipeline of future funding from the funder by identifying matches between their funding priorities and ActionAid's projects in need of funding, ensuring that funders' priorities are carefully balanced with ActionAid's biggest funding needs.
- Regularly monitor the funder's priority interests, income and expenditure trends, information about trustees, strategy updates, application procedures and any other relevant information
- Attend external meetings and seminars that are relevant to the projects being delivered, and/or represent out work at various forums with federation members and the funder.
- When required, accompany the donor on visits to the funded projects.

## **New Business**

- Support the Senior Trusts Manager and Trust Specialist on approaching and cultivating trust and foundation prospects in the UK which align with ActionAid's vision and mission.
- Raise awareness of ActionAid to inspire prospective (and existing) donors to engage with and support international development, campaigns and humanitarian work through proactive and extensive networking and by communicating ActionAid's work persuasively through face-to-face meetings, presentations, phone calls, written communications and targeted funding applications.
- Where possible, attend donor networking events and/or provide new networking opportunities with donors

## **Grant and data management**

- Working with the Strategic Funding team to ensure we track and implement all project deliverables set out in the contract. As required, liaise with country programme staff to monitor budgets and expenditure and report back to donors, ensuring their criteria are understood and implemented.
- Maintain up-to-date records of all communications with trusts and foundations and enter all pertinent information on ActionAid's CRM and other systems in line with data protection legislation.
- Ensure that donors are thanked promptly and appropriately as soon as grants are received and that all grant set-up procedures are followed, to support smooth project implementation

## **Teamwork**

- Play an active role within the Trusts and Global Markets team by contributing to annual plans, attending regular team meetings, and representing the team working collaboratively in cross-team working groups.
- Build relationships and work collaboratively with colleagues across Philanthropy & Partnerships (P&P) to drive P&P income growth and maximise opportunities.
- To support with delivery of exciting and innovative events programmes to help steward existing donors and attract new supporters.

## **To be a key part of the Funding Department**

- Engage with and demonstrate commitment to ActionAid UK's mission, vision, values and strategic aims, ensuring alignment with wider team's vision, plans and objectives.
- Support implementation of the Fundraising and Resource Mobilisation strategy.

- Commit to taking a Digital first approach to fundraising ways of working (where possible, especially donor stewardship).
- Ensure that all relevant supporter legislation is adhered to, referring to guidance from the Fundraising Regulator, Information Commissioner's Office (ICO), General Data Protection Regulation (GDPR) and any other relevant codes of practice.
- Proactively engage with the performance management system and take responsibility for seeking appropriate development opportunities including attending relevant organisational and external training courses.
- Proactively engage with ActionAid's journey to becoming a decolonised and antiracist organisation.

## **EXPERIENCE, KNOWLEDGE & EXPERTISE**

### **Essential Criteria:**

- Commitment to AA's vision, [mission](#) and values, including a commitment to [feminist principles](#), safeguarding, and working in an organisation committed to working for the rights of women and girls.
- Commitment to AA's values of Equality, Diversity & Inclusion and upholding the values of becoming an anti-racist decolonised INGO.
- ActionAid UK is committed to preventing any form of sexual harassment, exploitation, and abuse (including child abuse and adult at-risk abuse) and responding robustly when these harms take place. We expect all ActionAid UK Staff and ActionAid UK Associated Personnel to share this commitment.
- Commitment to continually improving your digital skills and knowledge within the working environment.
- Experience of managing and growing a portfolio of high-value and time-intensive trust and foundation relationships.
- Experience of growing relationships with funders and securing multi-year strategic funding over £50k.
- Networking, negotiating, interpersonal and influencing skills. Experience working collaboratively with internal stakeholders to cultivate donors.
- A proven ability to navigate challenging conversations and articulate complex issues in a compelling and persuasive manner and to present a pitch with confidence, leading to relationships deepened and funds secured.
- Polished writing skills, with a proven track record in producing high quality written materials and experience adapting writing style to a range of different communications.
- Self-motivated with experience of working in a cooperative and flexible way as part of a busy team and working independently.

- Demonstrable numerical and analytical skills
- Confident IT skills to enable the production of visually appealing and professional Word, PowerPoint and Excel documents.

**Desirable Criteria:**

- Experience of living and working in the “Global South”, especially regions where we are funding programmes & projects
- Experience of working for an INGO
- Knowledge and experience of proposal development and grant management
- Knowledge and experience of fundraising in the Gulf region. Understanding of CRM databases.
- Experience supporting the delivery of high-quality events. An understanding of international development, women’s rights and/or humanitarian work.
- Ability and willingness to travel overseas and in the UK.
- Previous experience of working with funders based in Asia or Gulf Co-operation Countries.

It is expected that everyone at ActionAid UK will work to support and strengthen our desired culture of being bold, connected, diverse, optimistic, open and respectful through the way they approach and deliver their work by:

- Being accountable and responsible – your individual way of working
- Being innovative and collaborative – how you get things done
- Being empowering and trusting – how you build and sustain relationships.