While Cumbria has many positive attributes, it also features great inequality, with many vulnerable and isolated communities, extreme child poverty, youth unemployment and associated mental health issues. These needs are often unseen but are very real.

Cumbria Community Foundation is an independent charity that connects people who care with causes that matter. We exist to tackle poverty and disadvantage and to strengthen Cumbria’s communities by inspiring philanthropic giving and by making life-changing grants.

Our aim is to change people’s lives for the better by helping local communities. We want Cumbria to be a great place to live for everyone - a place where people work together to address disadvantage.

We are one of Cumbria’s foremost grant makers with an average annual grant distribution of £2m and endowed assets in excess of £27m. Donors trust our expertise to direct funds to those grassroot organisations and initiatives that make a big difference to the lives of those in genuine need, reaching vital projects that might not otherwise survive.

Since 1999, we have awarded more than £60m in grant aid and currently manage more than 100 grant making funds. We have funded over 4,000 organisations and 8,000 individuals.

Our grant making priorities are:
- Improving the lives of disadvantaged children and young people
- Improving the life skills, education, employability and enterprise of disadvantaged people
- Supporting vulnerable older people
- Improving the health and wellbeing of people
- Strengthening and supporting fragile communities

Our fundholders, donors and supporters benefit from our in-depth knowledge of Cumbrian communities and organisations. We work with partners, funders and stakeholders to co-design programmatic approaches to address community needs and to secure additional funding.

We have an aspiration to develop our expertise and knowledge to address health inequalities in Cumbria and increase our grant making to deliver impactful, local solutions.
JOB DESCRIPTION

Job Title: Programmes Coordinator
Employer: Cumbria Community Foundation (CCF)
Reporting to: Development Manager
Hours: Full time (37.5 hours/week) - hours are negotiable
Salary: £22,500 to £25,000 FTE (dependent upon experience)
Location: Our office is based at Dovenby Hall (1st floor), Dovenby, Cockermouth, CA13 0PN. All staff are encouraged to work full time in the office; for those who want to, we operate a hybrid working policy which allows flexible and home working (minimum 40% time in the office).
Contract: This position is offered as a permanent contract.
Pension: After the completion of a successful probationary period, we offer the opportunity to join a pension scheme, which makes a matching contribution of up to 7.5% of salary.
Leave: 26 days per year plus bank holidays plus two additional days at Christmas.
Review: This role has a four-month probationary period.
INTRODUCTION

Cumbria Community Foundation is the leading independent grant-maker in Cumbria, providing much needed financial support to local community groups.

The Community Foundation has a strong track record in promoting philanthropy, responding to needs in the community and growing its donor and fund base. This is achieved by delivery of high-quality grant making services, effective promotion of philanthropy and long-term development work with individuals, families, business owners, charitable trusts and public bodies.

Working as ‘one team’, which reflects the interdependence of all aspects of the Foundation’s work, the Development team seeks out new avenues of financial support and draws on the results achieved by the Grants and Programmes team to inspire potential new donors.

More information on the Foundation can be found at www.cumbriafoundation.org.
MAIN PURPOSE OF ROLE

To assist in addressing the significant needs in our county, we have set ambitious business plan targets to grow the Foundation’s grant making funds. To meet these targets, we have a comprehensive Development Plan and it is the responsibility of the Development team (comprising the Development Manager, Relationships Officer and Development Assistant, working with the Chief Executive and the Foundation’s trustees) to meet these targets.

This role underpins the work of the Development team; undertaking research, managing data, administering online and in-person events and the Foundation’s membership schemes, minute taking and providing information and practical support to staff and trustees.

This is a rewarding role which contributes significantly to the planning and coordination of development activities and involves the Development Assistant becoming fully familiar with the people and organisations with whom the Foundation is building relationships.
KEY RESPONSIBILITIES

Information Systems and Research:

- Manage the Customer Relationship Management (CRM) aspects of the D2 (Salesforce) database to ensure it provides timely and accurate information in support of the Development team’s donor pipeline.
- Ensure all data is managed in accordance with the Foundation’s data protection policy and in accordance with all relevant data protection legislation.
- Research potential donors and produce briefing materials as required.
- Research and analyse donors’ interests and giving trends and generate information to inform Development activities.

Events:

- Working with the Relationships Officer, ensure the effective delivery of our programme of online and in-person events as a means of securing new donors and donations linked to the wider Development Plan targets. These events include: the Annual General Meeting, the Annual Dinner plus online and in-person events that inform and engage current and prospective donors and supporters.

Project & General Support:

- Provide administration for the Foundation’s membership programme, ensuring subscriptions are up to date and acknowledged, seeking opportunities to promote new membership wherever possible.
- Answer calls on the Foundation switchboard during busy periods eg annual Winter Warmth Appeal.
- Ensuring all donations receive appropriate thank you and acknowledgement.
- Any other ad hoc tasks that may arise that will contribute to achieving the aims of the Development Team plan.

Direct Support Responsibilities:

Administrative support to the Chief Executive and Development Manager including:

- Preparation of papers and minute taking including Development team meetings.
- Drafting letters, arranging meetings and diary management for the Chief Executive and on occasion for the Development Manager.
- Monitoring and maintaining records on approaches to prospects.
- Preparation of reports in support of bids and proposals to potential donors.
- Any other roles required in support of the Foundation’s work
PERSON SPECIFICATION

SKILLS & ABILITIES

Essential

- Ability to manage and interrogate databases and produce high quality and informative reports
- Advanced computer skills, to include Word and Excel
- Ability to draft professional documents
- Excellent communication, teamwork, networking and customer service skills
- Ability and confidence to work under own initiative to broadly agreed guidelines
- Excellent organisational and time management skills, to self-manage workload and deal with competing priorities
- Flexible and adaptable approach to working hours and job tasks (occasional out of hours working to assist at events)
- Research and analytical skills

Desirable

- Experience in developing and managing commercial CRM databases, particularly Salesforce
- Experience of working with Teams and Sharepoint
- Experience of managing administrative and operational tasks in holding events in-person and online
- Understanding of the charitable/Not For Profit sector

EDUCATION

Essential

- Five GCSE passes or equivalent especially in English

Desirable

- First degree or higher degree in appropriate subject
- Recognised IT/CRM qualification
**EXPERIENCE**

**Essential**

- High level administrative and/or personal assistant
- Experience of information gathering, researching, and analysing written and numerical information
- Experience of working with confidential material
- Experience of working in a multi-stakeholder environment and able to work with a wide range of partners with differing priorities and backgrounds

**Desirable**

- Experience of working in a Customer service or outward facing environment
- Experience of working with professional people such as solicitors, accountants etc

**PERSONAL ATTRIBUTES**

**Essential**

- A self-starter willing to take responsibility for own time management and workload
- Hard working and confident with excellent attention to detail
- A desire to understand the Foundation, its mission and values
- Capable, flexible, motivated and an experienced team member and team player
- Enthusiastic and approachable, and willing to engage with potential donors
- Quick learner with an openness to new ideas
- Resilient, discreet, and calm and professional under pressure
- Tactful, diplomatic and assertive when dealing with challenging situations

**Desirable**

- A good sense of humour
EMPLOYEE BENEFITS PACKAGE

- Flexible working hours with remote working
- 26 days per year holiday plus bank holidays plus two additional days at Christmas
- Health Care Assistance Plan with employee benefits
- Pension contributions of up to 7.5% of salary
- Commitment to personal training and development
- Regular full team away days/half days
ADDITIONAL REQUIREMENTS

Continuous Personal Development
Work with the Development Manager to identify areas for further training and development, undertaking relevant courses and qualifications as required.

Health and Safety
The post holder is required to carry out the duties in accordance with the Foundation’s Health and Safety policies and procedures.

Safeguarding
The post holder is required to carry out the duties in accordance with the Foundation’s Safeguarding policy and procedures. A basic DBS check is a requirement of this role.

Diversity
The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all.

Quality
To support the Foundation in striving to create a culture with total commitment to quality.
OUR VALUES

Staff and trustees agreed these values together, and we embed them in everything we do.

We empower people through sharing knowledge and expertise

We work with integrity and transparency

We listen, learn, and respond

We are passionate about creating positive and sustained change in our communities

We are ambitious, dynamic and effective

We reflect our communities’ interests in all our work

We embrace equity and diversity and treat everyone fairly

We are a good and rewarding place to work and volunteer
WE LOOK FORWARD TO HEARING FROM YOU

MORE INFORMATION

For an informal discussion about the role, contact Caroline Adams on 01900 820825.

APPLY

To apply for this post please, complete the APPLICATION FORM by 9am Monday 1 July 2024.

Interviews will take place in person on Wednesday 10 July 2024 on the first floor of CCF’s offices. Reasonable adjustments will be made where required.

A pre-interview task will be forwarded to those called for interview for completion in advance.

Professional and personal references will be required prior to appointment. Proof of right to work in the UK will be required.

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