

JOB DESCRIPTION

Job Title:	Head of Operations UK
Company:	Self Help Africa
Location:	London, UK
Reports to:	CEO based in Dublin
Contract Type:	Two year fixed term contract
Hours:	37.5 hours Monday - Friday
Salary:	Commensurate with experience
Job Purpose:	<p>The Head of Operations UK is a member of the Management Team and is responsible for institutional fundraising for the whole organisation and for public fundraising within the UK. They will have responsibility for ensuring that Self Help Africa delivers its global organisational objectives.</p> <p>The Head of Operations UK is specifically responsible for communication with current and potential institutional donors, building relationships, and developing new sources of income.</p> <p>The other focus of this role will be maintaining and growing public funding for the work of Self Help Africa among supporters in the UK.</p> <p>It is expected that the successful candidate will also be a representative within the UK for Self Help Africa.</p>
Key Responsibilities:	<p>Role Specific</p> <p>Institutional Fundraising</p> <p>Self Help Africa derives over 60% of its income from institutional donors, trusts and foundations in Ireland, UK, Europe, USA and through in-country fundraising in Africa. To raise this level of funds requires cross-organisational input and support from the whole organisation.</p> <ul style="list-style-type: none"> • Actively manage and develop the Institutional funding portfolio, producing regular reviews for Management team. • Identification of SHA priority areas and partners for donor funding within strategy framework. • Implement formal documented process for collating feedback from donors in relation to unsuccessful proposals to facilitate learning and improvement throughout the organization. • Collation of information on donor priorities and strategies • Liaison with donors. • Increase SHA's ability and success at mobilising resources from institutional donors • Co-ordinate preparation and submission of proposals. • Routine monitoring of income, new contract approvals, reporting deadlines and compliance issues. • Liaise with all SHA departments to ensure relationships with institutional donors are maximised. • Inform and train SHA Africa staff on programme funding, institutional

	<p>donors programmes and policies ensuring they are able to identify, follow-up and manage funding opportunities according to donors requirements.</p> <ul style="list-style-type: none"> • Play a catalyst and supporting role in encouraging SHA Africa Country Management teams to engage more proactively and strategically with key donors in the region. • Represent SHA in institutional funding related European groups and networks. • To travel as required and sometimes at short notice. <p>Public Fundraising</p> <ul style="list-style-type: none"> • Provide clear and supportive leadership to the UK Fundraising teams. • Motivate, develop and up-skill staff to build organisational fundraising capacity. • Establish staff work plans so department may meet its goals in the most effective manner. • Support the fundraising team in identifying new marketing campaigns to new audiences • Where economically possible revive campaigns and channels • Identify and source new funding opportunities to support Gorta Self Help Africa's business plan. • Ensure that fundraising targets and policies are clearly defined • Maintain high quality communication and engagement with donors. • Establish high rates of donor retention and satisfaction. • Ensure donors are appropriately thanked, and establish transparent communication with donors • Maximise long term supporter value to Self Help Africa. • Maximise use of relevant communications channels, with particular emphasis on digital. • Maximise legacy income. <p>Act as part of the Management Team to collaborate with colleagues to ensure the most effective running of Gorta-Self Help Africa, particularly in relation to matters that cross departmental and geographic borders.</p>
Key Relationships:	<p>Internal</p> <ul style="list-style-type: none"> • CEO (Line Manager) • Public Fundraising Manager (Direct Report) • Programme Funding Co-ordinator (Direct Report) • Programme Funding Officer (Direct Report) • Head of Fundraising Ireland (Liaison) • Programmes Department (Functional hub) • Country Directors / Heads of Programme (Liaison) • Business Development teams in UK, Ireland and USA (Liaison) • Programme Quality team (Liaison) • Finance and administration team (HR/Liaison)
Knowledge and Experience	<ul style="list-style-type: none"> • Commitment to Self Help Africa's vision of a rural Africa free from poverty. • Knowledge of international development issues that impact on SHA's

	<p>programmes.</p> <ul style="list-style-type: none"> • Good understanding and experience in development programming. • Excellent knowledge of European and US Institutional donors and successful track record of fundraising from Institutional donors, trusts and foundations. • Experience of managing staff and resources • Excellent writing skills including proposals and reports.
Qualifications/Other Requirements	<p>Essential</p> <ul style="list-style-type: none"> ▪ Third level qualification ▪ Strong organisational, communication and negotiation skills ▪ Ability to work under pressure ▪ Project management experience ▪ Previous relevant experience in a development organisation 5+ years ▪ Strong relationship management and teamwork skills ▪ Highly analytical ▪ Good commercial acumen ▪ At least 5 years + people management experience • High level of computer literacy (Microsoft Word, Excel and Power Point), experience of using a database and good overall IT skills. • Ability and willingness to travel as and when needed.
Competencies:	<ul style="list-style-type: none"> • Managing yourself – Holds an awareness of own abilities and areas for development; adapts and uses abilities to work well with others and to help achieve objectives. • Leadership – Acts to inspire others by clearly articulating and demonstrating the values and principles that underpin work. Holds a sense of pride in Self Help Africa and loyalty to the organisation. Supports others to achieve excellent results. • Communicating and working with others – Uses the most appropriate channel to share information with others both inside and outside Self Help Africa; adapts the message to meet the communication needs of the audience. • Delivering results – Systematically develops plans towards achieving Self Help Africa's objectives and delivers on commitments; uses appropriate techniques to help achieve agreed objectives. • Planning and decision-making – Systematically develops plans towards achieving Self Help Africa's objectives and delivers on commitments; makes clear, informed and timely decisions appropriate to role, in the interests of Self Help Africa and those we work with. • Creativity and innovation – Seeks out, develops and successfully implements new ideas that further the needs of Self Help Africa and those we work with; builds on proven approaches and learns from ongoing work to improve it.

Self Help Africa is an equal opportunities employer.