Pro bono, volunteering & GIK Manager (Internally: Pro bono, volunteering and GIK Senior Officer)

Job description

Grade	D
Type of contract	Permanent
Directorate	Fundraising
Team	Corporate Partnerships
Reports to	Head of Strategic Products
Responsible for	Corporate Partnerships Officer
Location	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office,
Hours	35hrs p/w

About the role

In these unprecedented and challenging times, Mind is and will be needed more than ever and our corporate partnerships play a huge role by helping us raise income and public awareness and address key organisational challenges through pro bono support.

In the last few years Mind's Corporate Partnership team has seen exponential growth. Mind has strategic, Charity of the Year and commercial partnerships with companies across a range of sectors including retail, legal and construction.

We are looking for a dynamic and self-motivated manager, to join our high performing and fast paced team at an incredibly exciting time. This is a new and exciting role which will help us to maximise the impact we can achieve for people with mental health problems through our corporate partners.

You will be responsible for managing our pro bono, volunteering and gift in kind (GIK) programme. You will identify and develop opportunities, thinking creatively and strategically to provide solutions to Mind's organisational challenges and support its aims through pro bono and skilled volunteering projects. Working with corporate partners and colleagues across Mind, you will deliver added value

in the form of new income streams, efficiency savings, helping us reach new audiences and improving partner engagement.

You will work collaboratively with staff across Mind, building a thorough understanding of Mind's current and planned work and using your problem solving skills to help Mind make the best use of pro bono, volunteering and GIK opportunities, prioritising high impact projects, which are strongly aligned to Mind's new strategy.

In 2020/21 the team secured over £900K worth of pro bono, volunteering and GIK support including free ad space for our emergency appeal to support fundraising and donor acquisition, apprenticeship levy funding to deliver a new leadership and management programme and consultative support to inform the scope of our international activity.

You will manage a Corporate Partnerships Officer through a culture of supportive leadership and personal development, ensuring they're motivated and engaged and deliver their objectives and KPIs.

This role would suit: an account manager or new business manager who wants to explore and deliver added value impact through corporate partners, a project or product manager who has experience in and/or can see the high value corporate partnerships can enable beyond income.

Key Responsibilities

1. Manage, develop and deliver the pro bono, skilled volunteering and GIK product portfolios, ensuring we're delivering maximum impact for Mind.
2. Develop and manage your portfolio, contributing to a team target of £250k+ per annum. Work with the Head of Strategic Products to review progress on a monthly and quarterly basis.
3. Improve and embed an organisational-wide process for identifying, assessing managing and evaluating pro bono/skilled volunteering/GIK and associated projects with our corporate partners.
4. Build and manage a pipeline of strategically aligned projects - working with internal teams, local Minds and senior working groups to identify strategic projects or areas of work which could benefit from corporate support.

5. Plan and deliver exceptional internal and external stakeholder management across a wide range of stakeholders, including contacts at corporate partners, and Mind stakeholders from CEO/COO to managers receiving pro bono support for their work (supported by Head of Strategic Products).

6. Support/facilitate the end to end delivery of pro bono projects with partners to deliver agreed aims and objectives

7. Working closely with the Account Management and New Business teams to identify existing and prospective partners to approach for support, based on which will bring the greatest mutual benefit

8. Increase team profile internally and externally, engaging internal colleagues to the benefits and value of pro bono, volunteering and GIK support.

9. Line management - support your line report to meet their targets and KPIs, provide effective day-to-day management e.g. inducting, holding quality 121s, coaching, and supporting their wellbeing, training and development.

10. Play a lead role in the effective management of the Development team helping to lead the delivery of the workplan, managing capacity of your line reports, taking collective accountability for risk mitigation, escalating any under or over performance and solution finding.

11. Build connections and improve cross-working within Mind, Wales, Mind retail and local Minds and externally to maximise corporate opportunities, including speaking at external events to help raise Mind's profile.

12. Ensure that all activity complies with Mind's corporate policy, charity legislation and that adequate systems are established to meet audit requirements.

13. Represent the Partnerships team in appropriate working groups, workshops and/or meetings/other events as directed.

14. Monitor and evaluate activity and provide regular updates/reports to the Corporate Partnerships Manager (Head of Strategic Projects).

15. To use the Mind Dynamics database to enter, update and extract accurate information to maximise operational benefits and opportunities from the database system.

16. To undertake other duties that may, from time to time, be necessary and compatible with the nature and grade of this post.

Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Role expectations:

- Keep abreast of internal and external developments and respond accordingly.
- To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
- To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.
- Work closely with the other Managers in New Partnerships, as well as wider team members and Mind colleagues, to share ideas, insights and improve ways of working, with the aim of improving the value at Mind.
- To be a proactive team member, able to plan and manage your work to deliver strategic and transformational partnerships.
- To create a positive and collaborative one team spirit across Corporate Partnerships, the fundraising division and other colleagues.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.
- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.

- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.

Person specification

Essential criteria

Experience

1. Working collaboratively and in partnership with individuals, groups, organisations and stakeholders internally and externally.
2. Stewarding senior managers and directors internally and externally to a high quality and inspiring long-term relationships for mutual benefit.
3. Managing projects with multiple stakeholders; planning, leading, executing and evaluating projects.
4. Developing/ improving products and or processes to improve impact or ways of working.

Skills

1. Excellent interpersonal skills including relationship building, influencing and negotiating.
2. Excellent organisational skills with the ability to handle multiple priorities.
3. Excellent, oral and written communication skills including developing briefs, reports and delivering presentations.
4. Problem solving skills; ability to find creative solutions to problems or challenges.
5. Ability to understand and translate complex information to a variety of audiences.
6. Excellent IT skills including use of Microsoft Office Outlook, Word, Excel, PowerPoint, as well as willingness to explore newer tools which could enhance team working e.g. Miro

Desirable criteria

1. Managed a pro bono/volunteering programme in a charity or commercial organisation.
2. Line management experience.
3. Direct or indirect experience of mental health problems.
4. Using a CRM database to manage contacts and monitor activity and success against a range of KPIs.