



Trust and Statutory Assistant - Job Description

Grade	B
Reports to	Senior Partnerships Officer
Team	Trust and Statutory (Minds Partnerships Fundraising Team)
Directorate	Fundraising
Location	Working two days a week in the Stratford/Cardiff office and three days from home.
Hours	35 hours per week, full time
Type of contract	Permanent

About the role

This role will be crucial to ensuring that the Trust and Statutory team are high performing by providing both a research function and administrative support. A particular focus and priority of the role will be securing income by coordinating a rolling trust programme targeting small trusts and foundations.

Reporting to the Senior Partnerships Officer, you will also be responsible for; proactively identifying and researching new prospects for the Trust and Statutory team, coordinating intro letters to newly established trust and foundations, processing income, thanking donors, ensuring all data recorded on our database (Dynamics) is accurate and GDPR compliant and providing administrative support for stewardship events.

About the department and teams

Mind's Partnerships Fundraising team – part of the wider fundraising directorate – is responsible for generating income from major donors, trusts and foundations and the statutory and corporate sectors. Mind had its most successful fundraising year ever in 2020-21, raising almost £60m.



The Trust and Statutory team is comprised of a Head of Trust and Statutory, two Trust and Statutory Managers, a Network Grants Fundraising Manager, a Senior Partnership Officer and a Trust and Statutory Officer.

The Trust and Statutory Teams is high performing and business critical; we create and deliver impactful partnerships. We work with trusts, foundations and statutory bodies who share our ambitions and secure grants that range from £100 to £5 million. Our Network Grants Fundraising Manager provides a support function to our network of over 100 local Minds. We collaborate with other expert teams within Mind to share knowledge and learn together.

Mind employs over 700 staff and we have a team of volunteers. Most staff are based in Stratford, London, there is an office in Cardiff and there are a number of dispersed staff working across England and Wales. Mind is formally moving to a hybrid working model combining a balance of home and office-based working.



Key Responsibilities

1. Secure small grants (<£5,000) by coordinating the monthly rolling trust programme, refreshing mailing lists and ensuring personalised communications.
2. Manage the Introduction Letter programme – identifying and contacting newly established trusts and foundations.
3. Manage the thanking process for all unsolicited donations and grants received through the Rolling Trust Programme, ensuring personalised, sensitive communication with funders.
4. Help build a strong up to date pipeline of appropriate funders for the wider team by identify new prospects for the large and small trust programme, rolling trust programme and introduction letter programme, based on an in depth understanding of Minds work and strategic development priorities.
5. Manage prospect research and due diligence requests from team members, completing and refreshing research profiles as required, using external prospect research resources and databases as well as being creative and resourceful in your research methods
6. Amalgamate sector highlights and funding opportunities via a weekly bulletin by monitoring Third Sector Press, funder newsletters, Twitter etc
7. Provide support to the wider team on stewardship events activities include compiling guest lists, writing guest profiles, coordinating invites on behalf of account managers as required. and recording activity on Mind's database.
8. Work closely with Income & Operations, Finance, and CRM and Data teams to ensure all donations are processed accurately, have correct income codes, and that our team receives timely reports in the appropriate format.
9. Support the Trust and Statutory Manager with monthly reconciliation of income for the Trust & Statutory team, resolving inconsistencies.
10. Ensure Mind's Dynamics database has accurate and up to date records which adhere to GDPR, and produce reports for Managers as required to analyse pipeline movement and income projection.
11. Work in a fast-paced environment to pull together organisational information as required by team members to support funding opportunities and reports on an ad hoc basis.
12. Provide general administrative support to the Trust & Statutory team, be responsible for coordinating meetings both virtually and face to face and capturing minutes and action points.



13. Represent the Trust and Statutory team in appropriate working groups, workshops and/or meetings/other events as directed.
14. To undertake other duties that may be necessary and compatible with the nature 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:

1. To be a proactive and focused team member, able to plan and manage your work with minimal supervision.
2. To attend and contribute to Mind's Guided Conversations, 121's, meetings, training, and other events as required.
3. To work closely with wider team members and Mind colleagues, to share ideas, insights and improve ways of working.
4. 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.

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

5. Show passion for what Mind does and the changes that we are making for people with mental health problems.
6. Work collaboratively across teams, departments, locations and organisations.
7. Support our wellbeing initiative by looking after our own mental health and wellbeing in the workplace and of the people we work with.
8. Stand up for what they believe is best and trust in themselves and each other.
9. Be open to others and ourselves and show a commitment to learning.
10. Be open to change and respond flexibly and quickly to the changing world.



11. 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.
12. 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.
13. Take responsibility for their decisions.
14. Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
15. 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.
16. 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.
17. To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need.
18. Maintain an appropriate level of confidentiality at all times.
19. Contribute to making Mind a greener workplace.

Person Specification

Essential Criteria

1. Excellent organisation skills with the ability to prioritise and take responsibility for own workload, to work independently with minimal supervision as well as work productively as part of a team.
2. Excellent communication and interpersonal skills, including the ability to deal with people at all levels and in all walks of life, on the telephone, virtually, face-to-face and in written communication.
3. Ability to show tact and discretion when dealing with sensitive and confidential information.
4. Understanding how key processes work and the ability to refine existing processes and develop new ones where necessary.
5. Ability to be aware of current departmental activities, taking the appropriate action as and when necessary, using own initiative.
6. Good attention to detail and ability to amalgamate relevant information to produce high-quality research.



7. 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. Trello.
8. Knowledge and understanding of databases and an ability to maintain accurate records.
9. The ability to process financial information.

Desirable criteria

1. Direct or indirect experience of mental health problems
2. Experience of using the MS Dynamics database or similar to monitor and manage funder relationships.