

## Job Description and Person Specification

<b>Job title:</b>	Senior Development Manager
<b>Location:</b>	Home-based with travel as required
<b>Travel required:</b>	From time to time, as necessary for the completion of the role.
<b>Contract:</b>	Full time (0.8 to 1.0 FTE)
<b>Salary:</b>	£43k-£47k (or pro rata as above)
<b>Benefits:</b>	25 days annual leave, plus 8 bank holidays and 6% pension contribution. Flexible working options in agreement with line manager.
<b>Reports to:</b>	Head of Fundraising
<b>Direct reports:</b>	Fundraising Officer
<b>Criminal Records Check:</b>	None Required

### About Changing Faces

Changing Faces is the UK's leading charity for everyone who has a mark, scar or condition that makes them look different. Being different in a society where there is such pressure to look a certain way is extremely difficult. We provide advice and support, we challenge discrimination, and we campaign for a world that respects difference.

Changing Faces wants a future where everyone with a visible difference on their face or body has the confidence, support and opportunity to lead the lives they want.

Equality and inclusion are at the heart of our mission and we are committed to creating a diverse and inclusive workplace. We are always looking for talented people from all backgrounds, including those with a visible difference or disfigurement, to join us. In line with our commitments to equity, we are particularly seeking applications from People of Colour / BAME and LGBTIQA+ people. We have a flexible working culture and are open to conversations around how this could apply to this role.

### Overall Purpose of the Role

The Senior Development Manager role is critical to the sustainability and growth of Changing Faces. Responsible for growing our individual giving, community, challenge and corporate fundraising, this role will:

- Grow our individual giving programme through building seamless stewardship processes and producing emotive, impact-driven appeals
- Lead a small team to grow income from community and challenge events, as well as steward small-medium corporate relationships

As a Senior Manager, the postholder will support with budgeting, forecasting and developing ambitious and innovative business plans to support future growth of Changing Faces. This role will lead on collaborative projects across the organisation to drive growth in our supporter base. The postholder will also deputise for the Head of Fundraising from time to time.

## Key Activities

### **Fundraising:**

- To work with the Head of Fundraising to deliver against the fundraising strategy, supporting the growth, development and reach of Changing Faces.
- Lead a small team to achieve financial income targets and associated key performance indicators across individual giving; small-medium corporates; and community and challenge income streams.
- To work with peers across services, communications and finance teams to develop emotive, impact-driven fundraising asks that can be used across individual giving, community and corporate fundraising.
- To plan and personally deliver a programme of individual giving appeals and stewardship mailings to grow unrestricted income, and our donor-base. Drive fundraising asks across different mediums including digital platforms, video, email and print.
- Develop seamless stewardship plans and donor pathways, using data; supporter involvement; and sector trends continually improve donor experience. Drive a mix of digital and offline fundraising and provide personalised stewardship when needed.
- Grow and retain Changing Faces' pool of one-off and regular donors.
- Support your team to develop and increase the number of community and challenge fundraisers, and corporate partnerships. Coach the team to develop excellent stewardship pathways and invest in new ways (e.g. products or platforms) for fundraisers to engage with Changing Faces.
- Produce regular reports to monitor income and activity, and use data and horizon scanning/sector trends to build robust fundraising plans.
- Manage budgets across individual giving, community and corporate fundraising.
- Support accurate forecasting, using data and other insights to identify risks and opportunities. Work with the Finance and Operations team to ensure accurate coding and recording of restricted funds.
- Ensure Changing Faces' products, appeals and communications represent the diverse community we support. Ensure fundraising activities are driven by the voice of our supporters and the visible difference community.
- Support the Head of Fundraising to embed a culture of fundraising across Changing Faces, ensuring all staff and volunteers are engaged and supporting Changing Faces' fundraising efforts.

**Line management:**

- Provide inspiring management through clear direction, keeping your team motivated to achieve income targets and other KPIs.
- Support the personal development of your team including through training and mentoring opportunities.
- Support a culture of collaboration, encouraging your team to work in partnership with others across the organisation to support organisational goals.
- Day to day accountability for individual giving and community fundraising, including tracking targets.
- Commitment to personal development.

**Other:**

- To undertake any other roles or responsibilities that may reasonably be required.
- Act as a positive representative for the charity and to model the values and principles of Changing Faces in all interactions with funders, strategic partners, staff and service users. To meet with donors and fundraisers when required and attend relevant events.
- To work in accordance with Changing Faces policies, procedures and values.

## Person Specification

Criteria	Essential or Desirable
Demonstrable experience of delivering fundraising income across at least two of the following income streams: individual giving; community and challenge events; corporate fundraising.	E
Experience of developing impact-driven fundraising case for support materials across fundraising.	E
Excellent written and verbal communication skills – demonstrable experience of producing impactful content and messaging for a range of different audiences.	E
Experience of managing budgets and contributing towards income and expenditure forecasts.	E
Ability to project manage, including personal time management and prioritising multiple projects to meet agreed deadlines.	E
Ability to develop excellent collaborative working relationships with teams, individuals and partners.	E
Have experience managing the complexities of restricted income projects, including phased budgets, conflicting project and financial years	D
Excellent numeracy skills including experience of financial planning, budgeting and target setting and presenting detailed financial information.	E
Ability to project manage, including personal time management, planning, implementing, devising and prioritising multiple projects to meet agreed deadlines and targets, overseeing work across teams and monitoring and evaluating quality and impact.	E
Experience of developing meaningful reporting information to drive fundraising plans and forecasting.	E
Experience of line management and motivating teams to achieve income targets and other KPIs.	D
Experience of developing processes and maintaining accurate records on a CRM (we use Salesforce).	E
Knowledge of sector best practice, the Fundraising Code and industry standards in relation to fundraising, including GDPR.	E
Strong commitment to Changing Faces values, vision and purpose and to keeping the voices of people with visible differences at the heart of all work.	E
Willingness and ability to work flexibly in response to changing organisational requirements.	E

**How to Apply:**

Please provide a full CV and a comprehensive supporting statement, with clear demonstration of how you meet each point of the person specification and job requirements. Please do let us know where you saw the role advertised too.

Email to: [HR@changingfaces.org.uk](mailto:HR@changingfaces.org.uk)

**Application Timeline:**

- Closing date: 12pm 17<sup>th</sup> October 2025
- Interview dates: W/C 20<sup>th</sup> October 2025