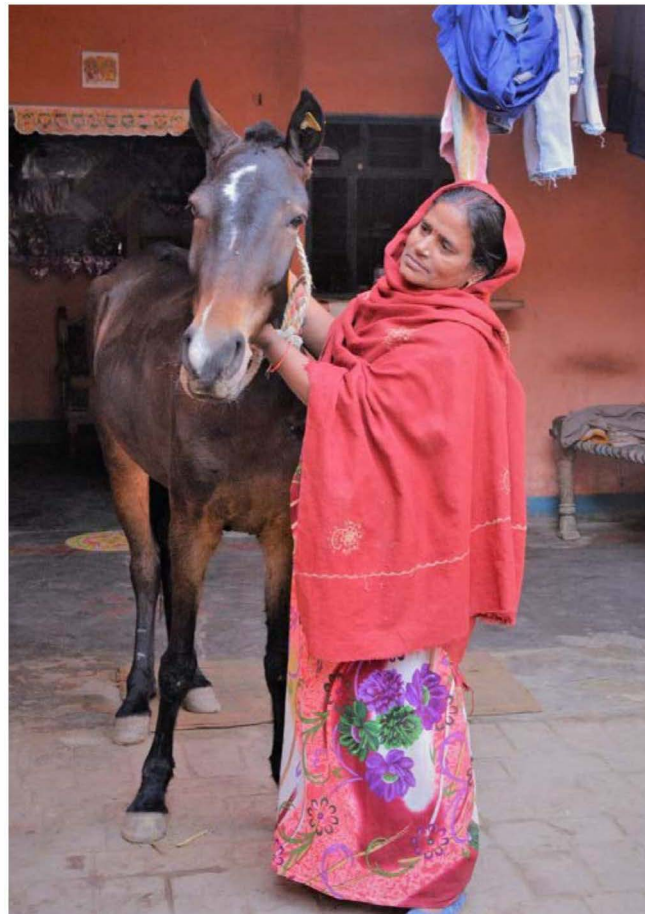


Job Description

Gift Aid and Fundraising Compliance Manager FC1920



Role Details

Reports to: Head of Supporter Experience and Fundraising Compliance

Responsible for: Fundraising Compliance Officer

Location: Southwark, London (offices are relocating to Fenchurch Street in September 2019)

Hours: Full time. 35 hours a week, 9am to 5 pm, Monday to Friday

Salary: £46,096 per annum

Contract type: Permanent

Closing date: 8 November 2019

Our vision and mission

Our vision is of a world in which working horses, donkeys and mules are free from suffering.

Our mission is to transform the lives of vulnerable working horses, donkeys and mules around the world. We relieve their immediate suffering and create lasting change by working with people, communities and organisations.

About Brooke

Brooke is an international animal welfare charity working to improve the lives of working horses, donkeys, mules and the people who depend on them.

We reach over 2 million working animals across Africa, Asia, Latin America and the Middle East. Our staff include vets, animal welfare experts and advocacy and development specialists.

Our aim is to equip local people with the knowledge and skills to give their horse, donkey or mule a better life.

Our Values

We are proud to be Brooke. We are resourceful, share new ideas and help each other succeed. Together we make change happen.

Department Structure and Position of the role



Purpose of Role

To enable Brooke to maximise potential Gift Aid income from supporters by ensuring that all supporter communications, Brooke and third party operational processes, storage and audit procedures are current and compliant with all HMRC guidelines, Gift Aid rules and sector best practice and thereby delivering accurate Gift Aid claims.

To keep updated on changes in Gift Aid regulation, monitor, report and analyse Gift Aid Performance and processes across Fundraising and Communications (Fundcomm) and recommend changes where appropriate, ensuring that all FundComm staff are informed and trained as required.

To ensure Brooke systems and processes continue to be GDPR compliant and mitigate associated risks by implementing existing compliance strategy and work closely with the Fundraising team to help them understand the requirements of the regulations, legislation and codes of conduct that must be adhered to.

Key Responsibilities and Duties

Compliance – Process and delivery

- Be fully informed and up-to-date with HMRC guidelines on operating a Gift Aid scheme and ensure that Brooke declarations and records are compliant with all regulatory requirements.
- Responsible for working with FundComm and Finance teams to maintain the end-to-end Gift Aid process and ensure it is completed in an efficient manner in line with monthly tax claim deadlines. Escalating issues and offering solutions where necessary. Support the Finance and Fundraising Departments with other Gift Aid-related duties as may become necessary.
- Maintain, monitor, document and improve Brooke's Gift Aid income processes, procedures (including those of third parties and fundraising platforms we work with) to the highest standard in order to remain HMRC compliant
- Ensuring that policies, processes and procedures are audited as applicable and that remedial actions from internal and/or external audits are implemented.
- Manage the day to day requirements of gift aid tax claims (including responsibility for the validity of the tax claims).
- Work closely with our CRM and data teams to ensure that Brooke document management systems are in place for all Gift Aid declarations and required audit trails.
- Work with contract owners, senior managers and Heads of FundComm to ensure that fundraising compliance is actively considered, managed, fully documented in contracts and supplier/partner agreements, and effectively monitored and evidenced.

- To keep up-to-date with developments to applicable compliance regimes and sector best-practice to advise senior management of any potential impact to Brooke and subsequent organisational change required.

Supporter Communications and Income Generation

- Work with FundComm Teams to manage the production of accurate Gift Aid declarations for use in Brooke mailings, welcome packs, newsletters and telemarketing scripts and other supporter communications so that Gift Aid is correctly promoted and maximised.
- Ensuring Data Processing Notices are constantly reviewed and fit for purpose, work with Fundcomm Teams to test compliance statements with supporters to ensure they are encouraging the provision of data, not hindering donations and are maximising Gift Aid take up.
- Manage the Gift Aid Solus programme to supporters to retain and increase the number of donors on Gift Aid.
- Work with our Supporter Care and Finance teams to reduce and remedy failed notifications.
- Work with FC teams to ensure marketing and fundraising materials are compliant with charity regulations ensuring consent statements are compliant and the associated collected data is recorded accurately to reflect the permissions and uses expressed.

Training and Information provision

- Maintain own knowledge of current HMRC Gift Aid requirements and Fundraising Code of Practice and relevant charity regulation
- Create, deliver and maintain support materials for FundComm staff such as training manuals, workshops and any other suitable documents including online documentation, keeping all in line and up to date with HMRC regulations, ensuring relevant staff are fully-trained and understand all Brooke processes.
- Ensure that compliance updates (including HMRC) or internal system updates are communicated to FundComm staff in a relevant, simple, concise and timely manner and provide ongoing support and guidance to FundComm teams.
- Responsible for updating FundComm staff on changes to Gift Aid wording and work with FC Compliance officer to ensure mandatory wording documents and compliance handbooks are updated accordingly.
- Be the point of contact for any queries on gift aid processes and systems queries and updates.

- Raise the profile and champion the importance of Gift Aid throughout the organisation.
- Develop a culture of compliance by design across FundComm and the projects and products they develop ensuring FundComm Teams understand and comply with existing regulation and policy.

Monitoring and reporting

- Work with FundComm, Finance and Information Services Teams to ensure the right Gift Aid reporting and key performance indicators are in place
- Produce management and analytical reports from Gift Aid claims testing and compliance monitoring, process adherence, as well as highlighting risks, areas of concern and knowledge gaps within processing teams and recommending mitigation and improvement strategies.
- Ensure effective monitoring and evaluation continues and is maintained centrally. Conduct periodic reviews (including with Professional Fundraisers and third party suppliers) to ensure compliance procedures are followed and are effective, including recommendations for risk mitigation.

Relationships and Benchmarking

- Cultivate relationships with other charities and organisations to enable the sharing of knowledge, practices and insight surrounding Gift Aid and Fundraising Compliance.
- Develop a good relationship with HMRC and other regulators as applicable.
- Develop positive working relationships with FundComm Teams and across Brooke to encourage staff engagement with compliance issues and the FundComm Compliance Team.

General

- Follow the Brooke's equal opportunities statement which aims to clarify the value we place on diversity and steps we take to promote equality of opportunity for all.
- Perform such additional tasks as may reasonably be requested from time to time by the Line Manager.

Person Specification

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

Knowledge and experience		Essential	Desirable
1	Specialised knowledge of fundraising and experience of working at a senior level within a fundraising department (including knowledge of data and finance systems used by charities).	X	
2	Expert knowledge and understanding the HMRC Gift Aid Scheme and working to gift aid legislation.	X	
3	Expert knowledge of industry bodies and their standards such as HMRC, Charity commission, IOF Information Commissioners Office, the Fundraising Regulator and the Fundraising code of practice	X	
4	Proven experience of running an organisation-wide Gift Aid programme.	X	
5	Expert knowledge of data protection law and the privacy and electronic communications regulations	X	
6	Extensive experience in fundraising/marketing compliance and managing, reviewing and improving processes that support compliance	X	
7	Knowledge of other compliance requirements such as anti-bribery and corruption, anti-terrorism and gambling	X	
8	Experience of influencing suppliers and key stakeholders at all levels, changing opinions and building credibility	X	
9	Demonstrable experience of being able to communicate in a clear and simple way, to a range of stakeholders with maximum impact.	X	

10	Translate professional body guidance and complex contractual and regulatory language into practical internal guidance and training materials	X	
11	Strong team player, able to establish and develop key relationships and networks with appropriate stakeholders	X	
12	Excellent planning, organising, time management and resource management skills and able to work under pressure to tight timescales.	X	
13	Highly numerate and analytical with a strong focus on detailed reporting and measurement. Experience of measuring project performance using appropriate tools and techniques. Proven ability to compile and draft detailed reports involving large volumes of data.	X	
14	Intermediate/Advanced Excel skills	X	
15	Experience of coaching and/or mentoring individuals or groups to succeed	X	

Our Competency Framework

Brooke's competency framework translates Brooke vision, mission and values into easily identifiable behaviours that all staff are expected to demonstrate at all times.

Competency	What it means
Self-Management	Taking responsibility for own actions, behaviours and outcomes
Learning	Taking responsibility for own learning and fostering growth and development in others
Relationship Building	Creating and maintaining harmonious and constructive working relationships with others internally and/or externally

Planning and Organising	Ensuring that time and resources are utilised to best effect for the achievement of the Brooke's goals and our mission and that others are committed to agreed courses of action
Effective Decision Making	Making clear, informed and timely decisions that lead to effective outcomes in line with the Brooke's mission
Change and Improvement	Seeking out and developing new ideas and approaches, responding positively and constructively to change and fostering a culture of continuous improvement
Collaboration and Cooperation	Working respectfully, effectively and collaboratively with others in your team, across the organisation and externally to deliver effective outcomes
Communication & Influence	Communicating clearly, concisely and compellingly in a manner that is appropriate to the audience. Engaging respectfully with others both internally and/or externally to persuade them to adopt courses of action that are in the best interests of the organisation and the animals

Employee Benefits:

Brooke has a competitive benefits package. To find out more, please visit:

<https://www.thebrooke.org/about-brooke/jobs/employee-benefits>

If you wish to get in touch with us, please contact HR at recruit@thebrooke.org