



Head of Income Generation and Engagement

Candidate Pack

September 2023



About LGBT Health and Wellbeing

LGBT Health and Wellbeing was established in 2003 to support the health and wellbeing of lesbian, gay, bisexual and transgender (LGBT+) people in Scotland. We're a nationally respected charity that provides support services and social spaces that improve health and wellbeing, reduce social isolation, and increase community connection.

Although we are known as 'LGBT' Health and Wellbeing, we provide support and services to the entire diversity of the lesbian, gay, bisexual and transgender (LGBT) community across Scotland including queer, intersex, asexual people and all identities under the LGBTQIA+ umbrella. We also support families and friends of LGBTQ+ people, and health and social care professionals working with LGBTQ+ people, as well as those questioning or wanting to discuss their sexuality or gender identity.



As well as providing support programmes for LGBTQ+ people, the organisation directly contributes the expertise of our community members to a wide range of individuals and organisation, including the Scottish Government in an effort to influence the development of law, policies, and strategies.

We are increasingly recognised as a 'go to' organisation in relation to LGBT+ issues. Recently these have included Gender Recognition, Trans Healthcare, Conversion Practices, Mental Health, Suicide and Self Harm, and the National Care Service.

LGBT Health and Wellbeing's current high-level objectives are to:

- Make a real difference to our community.
- Generate funds from a diverse income stream, and increase awareness of our organisation.
- Attract and retain the best possible team of staff and volunteers who are suitable placed to serve our community.
- Develop and implement effective and efficient organisational processes and systems.

You can read more about our aims within these objectives [here](#).

About this role

The **Head of Income and Engagement** is a new role within LGBT Health and Wellbeing's Senior Management Team, and one that has been created at an exciting time. You'll join us as we celebrate our 20th anniversary, prepare to modernise our brand, and develop our new strategy in order to reach even more of Scotland's LGBTQ+ population.

Far from 'starting from scratch', however, you will be joining an organisation that has well-established relationships with dozens of statutory and charity funders. You will further develop our relationships with these funders, (including charitable trusts and foundations, and private businesses), as well as lead on developing new funding applications and partnerships. You will also work closely with your Senior Management colleagues, and the Communications Lead to influence how we engage with Scotland's LGBTQ+ population and our allies, so that they can further support our work.

Our current Income Generation position and ambition

Applicants are encouraged to read our latest accounts and are very welcome to get in touch with any questions about those (the audited 2022/23 accounts are due to be approved by Trustees at a Board meeting on 12th September and are available on request).

The vast majority of income is currently restricted to the delivery of specific projects and programmes. Last year these were funded via 11 different funders to the tune of approximately £920,000. This sits in stark contrast with the unrestricted donations to our charity which totaled approximately £12,000.

As our Head of Income Generation and Engagement, you will continue to build on the strengths of the relationships that we have with Trusts and Foundations and continue to grow this income stream, whilst also leading our efforts to increase our unrestricted donations. You will work closely with the Communications Lead to maximise our engagement with Scotland's LGBTQ+ community and our allies so that they know who we are and how they can support our work.

Your colleagues in the Senior Management Team, with the Service Managers will continue to lead on securing and negotiating our contracts to deliver services on behalf of the Scottish Government, Health and Social Care Partnerships, City Councils, and others.

To provide a view of this role, we anticipate that the Income Generation and Engagement Workplan for 2024 *might* be balanced as below, but we are keen that the right applicant uses their expertise and autonomy to develop the strongest strategy possible. We also recognise that increasing unrestricted income is a new journey for the charity, and as such we are ready to try new things, and be ready to learn and respond to what works and what doesn't.

2024 Calendar Year				
Activity	Q1 (Jan – March)	Q2 (April – June)	Q3 (July – Sep)	Q4 (Oct – Dec)
Trusts/Foundations	75%	50%	40%	70%
Individual Giving	25%	25%	25%	15%
High Value Donors	0%	10%	15%	10%
Corporate	0%	15%	25%	5%

Role Profile

Role Title	Head of Income and Engagement
Responsible to	Chief Executive Officer
Hours per Week	36 hours (full time) Flexible working patterns are negotiable.
Salary	£40,577
Term	This is a permanent position



Purpose of Role
The main purpose of this role is to maximise income and other opportunities afforded to us through the support of charities, organisations, and individuals. This will include writing compelling and motivational funding applications to Charitable Trusts and Foundations, and developing and nurturing relationships with High Value Donors and private businesses. You will work with your colleagues across the organisation in order to understand our communities' needs before sourcing and pursuing appropriate funding opportunities that will enable us to meet this need. As a member of the Senior Management Team, you will have the opportunity to contribute to the development of our overarching organisational strategy, along with leading on the income generation and engagement strategies. You should have a good knowledge of the funding landscape in Scotland as well as an understanding of the social, political, and human rights issues that impact on the lives of LGBT+ people in Scotland. You will be able to evidence a track record in generating six-figure income streams (annually) in charitable fundraising.
Principle Responsibilities
- To plan, develop, and implement the Income Generation strategy in line with our charity's strategy and values. - Working with SMT (Senior Management Team), Finance Manager, and Service Managers to build strong, long-term relationships with charitable trusts and foundations. - Produce high quality written proposals and applications: communicating the charity's funding needs in a clear and consistent way. - To understand the funding needs of the charity, including core funding, projects, and capital expenditure. - To research, identify and prioritise potential new funders (local, regional and national) and to advise Senior Management colleagues of upcoming opportunities in order to sustain and grow organisational income. - Evaluate the effectiveness of each application and make sure we embed a continuous improvement cycle into all fundraising activities, maintaining appropriate

records regarding funding applied for, achieved etc.

- Support and advise the Service Managers in the evaluation, monitoring and reporting back to funders in a timely fashion.
- Develop and maintain excellent working relationships with a range of internal and external stakeholders and partners.
- To work alongside the Head of Services and Communications Lead as needed to develop impactful fundraising communications and the ongoing review of our communication strategy and approach to branding.

Person Specification

Experience/Qualifications

- Educated to Higher Education level or equivalent demonstrable experience of work.
- Be a member of the Chartered Institute of Fundraising or willing to become a member.
- Demonstrable track record of generating six-figure income streams (annually) in charitable fundraising.

Knowledge/Skills/Attributes

- Demonstrable understanding of the charity sector and bid writing.
- Demonstrable success in securing funding through trusts, foundations, and/or tenders/commissions.
- Demonstrable experience of producing high quality written work with inspiring/creative flair and an eye for detail.
- Demonstrable experience of managing a diverse and busy workload and working to deadlines under pressure.
- Highly organised with a commitment to effective planning, delivery, and development of funding applications.
- Conscientious approach to meeting deadlines and delivery of work to meet the needs of the organisation and funders.
- Ability to articulately and confidently communicate with others to convey key messages and the charity's impact.
- Ability to build effective relationships with colleagues and external stakeholders.
- Positive attitude with the ability to work on own initiative to achieve results.
- Good knowledge and understanding of equalities issues.
- Understanding / experience of working within the code of fundraising practice.

Recruitment Process

This candidate pack outlines the role and skills that we are looking for, as well as the selection process and timelines you can expect from us. In the first instance, we ask you to complete the application form, or send us your CV and cover letter. However you chose to apply, please remember that the important thing is that you demonstrate that you meet the criteria set out in page 8.

Please note, the deadline for applications is Monday **2nd October 9 am.**

We will contact short-listed applicants by 5pm on 6th October.

Please ensure that your application includes an email where you can be contacted.

Interviews are scheduled to take place in person at our Edinburgh office on Tuesday **17th October.** We ask you to be available for interview on that day and will be as flexible as possible with regards to time. We aim for all candidates who have been short-listed to know the outcome of their application by **24th October.**



Applications or enquiries should be emailed to our external consultant – Alan Surgeon at AWS Executive, alan@awsexecutive.com. We'd be grateful if you could also complete your diversity monitoring form, as per instructions provided on the form.

LGBT Health and Wellbeing is an equal opportunities employer committed to finding the very best candidate for this position. We aim to create an equal and fair recruitment process open to all. We commit to being accessible and welcoming to all the diverse communities and partners that we engage with. If there is anything that we can do to help you to be your best self throughout this process, please let us know.

We regret that applicants who are not short-listed for interview will not be contacted, nor are able to provide feedback **at that stage.** All applicants who are invited to interview will be offered feedback in writing or via phone call.

Our offer to you

Salary

We can offer a starting salary of £40,577. The organisation strives to award an annual cost of living increase, usually in quarter 2 of the financial year.

Flexible working

We recognise that since 2020 a lot about how we fit work in to our lives has changed. We are keen that we continue to look at new ways of working and enable you to bring your best self to work. We understand that this means different things to different people and are keen to actively encourage those conversations at the point of recruitment and beyond.

We realise that for some people hybrid working offers flexibility and empowerment, whilst others prefer to work from a designated office with colleagues. We're able to offer office spaces in Edinburgh and Glasgow, and can support remote-working too.

Our current hybrid working policy asks that everyone in our team works from one of our offices at least **one day per week** to help foster team connection and collaboration. Whatever approach you prefer we are willing to consider this.

Our **Edinburgh office** is located in Leith and is a few minutes away from a tram stop (bottom of Leith Walk). The office offers a range of meetings rooms and kitchen where lunch break can be taken.

Our **Glasgow office** is near Glasgow Green and a short walk from Queen Street Train station. Our offices offer free parking spaces.

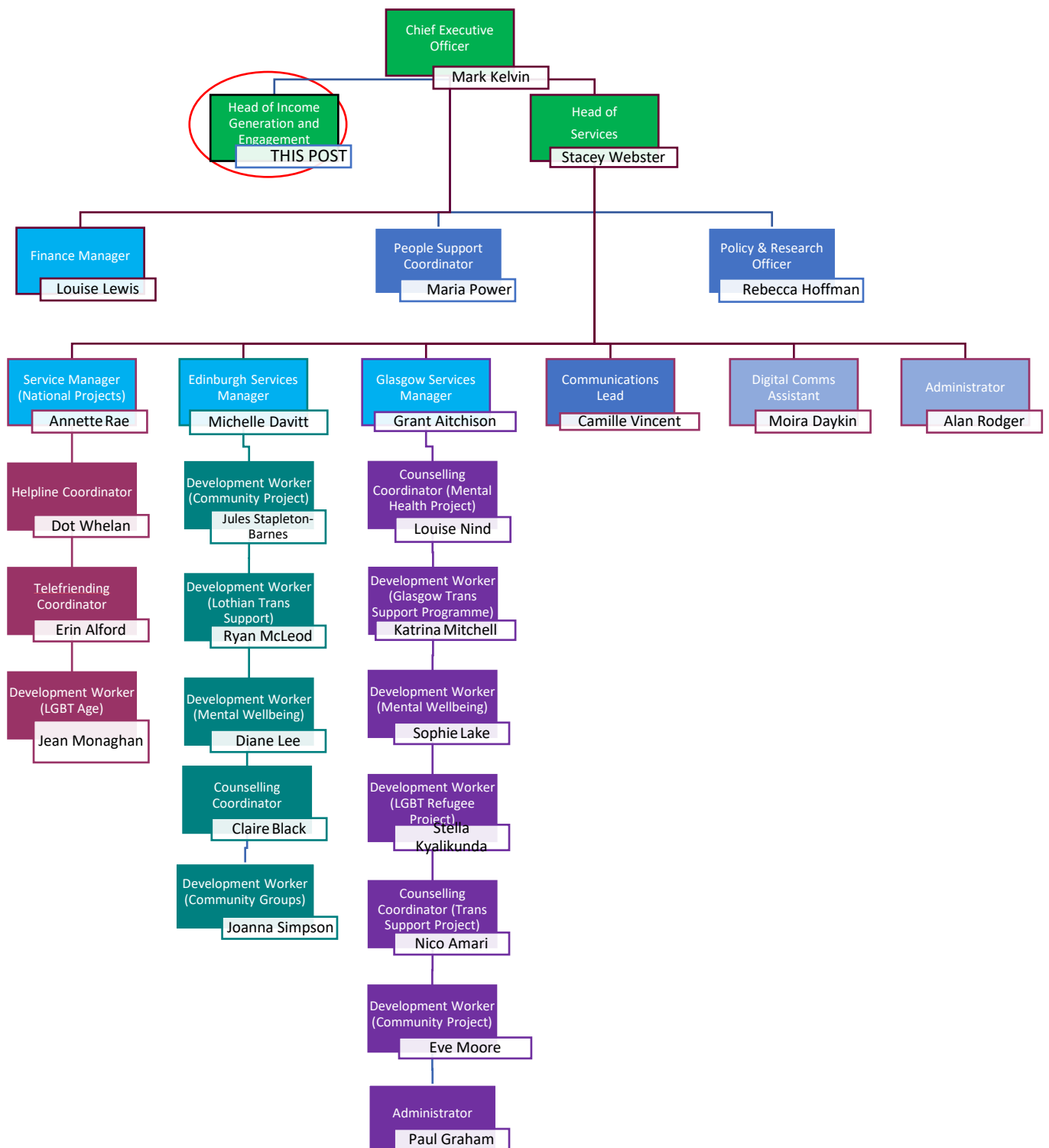
We will consider flexible working patterns, and have a number of staff working condensed hours or non-traditional patterns.

In addition...

- Access to a Group Personal Pension with a 6% contribution from the organisation.
- 31 days annual leave – we don't insist that you work on public holidays, unless you want to take those days off – you choose!
- We do close our offices for 2 weeks in December and we expect everyone to take at least 4 days off at this time of the year (25/26 Dec and 1/2 January). Lots of our team take a well-deserved fortnight's break during this time of year and some choose to work in between.
- We have a TOIL system in place, so that in the event you have to work additional hours in order to meet a funding deadline, at least you'll be able to rest-up soon after!
- Service-related sick pay from day 1
- Long service recognition.
- We are a carer positive organisation and have a range of family friendly policies.
- Queer-led organisation. All of our staff and volunteers identify as LGBTQ+ or are a strong and active ally (with the vast majority being LGBTQ+).
- Employee Assistance Programme, with anonymous access to an online wellbeing portal, advice, and face-to-face counselling.

Active staff Working Groups, including Anti-Racism and Staff Wellbeing groups.

Our Team



General Terms and Conditions of Employment

(Please note these Terms and Conditions are currently under review and subject to change)

Salary

The salary for the post is £40,557. Your salary will be paid monthly in arrears, on or around the 4th Thursday of each month, direct to your bank/building society account and subject to normal statutory deductions for National Insurance and PAYE Income Tax.

Hours of Work

Your hours of work are 36 hours per week, with a minimum of 30 minutes break for lunch each day (unpaid).

Location of Post

The post holder will be located in either our Glasgow office (Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ), or Edinburgh Office (Duncan Place, Leith, EH6 8HW). Scope for occasional remote working and a flexible work pattern is negotiable to suit the individual and the requirements of the post. If the post holder anticipates some of their hours will be spent working from home, we will require them to have access to Wi-Fi and access to a confidential space.

Pre-employment checks

Once given a conditional offer of employment we will require 2 satisfactory references, a relevant PVG check and the completion of a medical form before a contract is issued.

Probationary Period

New employees' employment is subject to satisfactory completion of a six-month probationary period. The organisation reserves the right to extend this period at its discretion. The organisation will assess and review your work performance during this time and reserves the right to terminate your employment at any time during the probationary period.

Annual Leave and Public Holidays

Paid holiday entitlement is 26 days per annum pro rata (plus 10 public holidays), calculated pro rata from the anniversary date of your employment. The holiday year runs from 1st April to 31st March.

The organisation recognises the following 4 public holidays and you are expected to take these days as a holiday; 25th December, 26th December; 1st January and 2nd January. The remaining 6 days public holiday entitlement can be taken throughout the leave year.

All periods of annual holiday must be authorised in advance by your line manager. You are required to submit holiday requests in writing to your line manager as early as possible, normally giving a minimum of two weeks' notice. Requests for annual holiday will normally be granted on a 'first come, first served' basis.

For a full-time post, no more than 5 annual leave days can be carried forward from the previous annual leave year. Any carryover request should be made to your line manager and this leave must be used in the first quarter of the new leave year.

Compassionate Leave

In the case of urgent distress or crisis or in the light of a particular domestic situation, you may be entitled to up to 5 working days (pro rata) leave on full pay at the discretion of your line manager.

Notifying Sickness

If you are absent from work owing to sickness or accident you must notify your line manager before 10am on the first day of absence. If you are absent from work for up to 7 working days (including weekends and public holidays), you must complete a self-certification certificate on the day of your return to work and hand it to your line manager. If you are absent for more than 7 days, you must obtain a medical certificate and send or give it to your line manager.

On your return to work after any period of absence you must complete an absence form and have a Return to Work meeting with your line manager.

Maternity, Parental and Adoption Leave

Staff are entitled to statutory maternity leave only. Staff must inform their line manager, in writing, at least 15 weeks before the baby is expected:

- The date that the baby is due, and;
- The date they wish to start their maternity leave

Staff are able to change their maternity leave date within 28 days' notice. Staff can change their return to work date if they give 8 weeks' notice.

Staff are entitled to statutory paternity leave only. Co-parents will be entitled to the same leave as available under paternity leave regulations. Staff are entitled to statutory adoption leave only.

Pensions

The organisation has a qualifying workplace group pension scheme which is provided by Standard Life Pensions. After your first three months of employment you may be eligible to join the scheme as detailed in the Pensions Act 2008 (pensions auto enrolment). The organisation will pay 6% of your gross salary as an employer pension contribution. Employees will be required to make an employee contribution to satisfy the government legislation's minimum total contributions.

Expenses

When you are travelling or otherwise involved in the organisation's business, the organisation will pay your reasonable travelling, accommodation and out of pocket expenses. You should obtain receipts and present all expense claims for approval by your line manager as requested, ensuring claims are for no more than three months of expenditure. The organisation reserves the right to refuse to pay an expense claim where the expenditure is unreasonable, disproportionate or unnecessary.

Notice

The first six months in post is designated as a probationary period. During probation, the organisation may terminate this contract of employment in writing giving one week's notice, in line with the performance appraisal policy.

Following successful completion of the probationary period, the minimum period of written notice of termination of the Contract of Employment to be given by the organisation to the employee is one calendar month; the employee must give 1 month's written notice to their line manager.

The organisation may exclude these notice provisions in the event of your dismissal for gross misconduct.