



Job title: Prospect Research Manager

Location: Office-based from one of our national offices with flexibility to work remotely

Reports to: Head of Philanthropy & Special Events

Introduction to multiple sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

To review, manage and lead an efficient and effective prospect research strategy, supporting all aspects of the fundraising programme, with a particular focus on major donors, corporates and trusts.

To manage the day to day operational work of the Prospect Research team.

As a member of the Philanthropy & Partnerships management team, to contribute to the leadership, planning and policy formulation of the department as a whole.

As a member of the management community to influence and implement the Society's direction of travel to meet our organisational objectives.

Key relationships:

Internal

The post holder works closely with:

- Head of Philanthropy & Special Events
- Team managers within the Philanthropy & Partnerships team
- Members of the Philanthropy & Partnerships team

External

The post holder works closely with:

- Existing and prospective supporters of significant value to the MS Society
- Senior volunteers, the Executive Board and Trustees

- Influencers, such as leading scientists, our Appeal Board and their networks

Key accountabilities:

Our Prospect Research Manager will support delivery of our fundraising strategy to deliver our strategic goals by:

1. Business plan implementation

- 1a Lead and implement a high-performing prospect research programme
- 1b Ensure the team deliver high-quality prospect research which meets fundraisers' needs
- 1c Operational leadership of prospect research across the Society
- 1d Manage prospect pipeline activity

2. People management

3. Financial management

4. Monitoring and reporting on performance

General

Our values

We expect everyone who works with us to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other

Detailed responsibilities:

1. Business plan implementation 80%

- Planning and allocating work, monitoring achievement of deadlines, and supporting staff as appropriate
- Focusing the work of the team to implement business plans and contribute to the achievement of our strategic aims and priorities
- Develop innovative approaches to maximising the networks of Trustees, Appeal Board members and senior volunteers, assessing impact and performance
- Take advantage of the opportunities presented by the branches, regional and national structures

1a. Implement an organisation wide prospect research strategy 10%

- Review, lead and manage the Society's UK wide prospect research strategy
- Promote and enable a positive culture of engagement that values the work of the MS Society's donors and supporters funding research, services and support for people affected by MS

1b. Ensure the delivery of high-quality prospect research which meets fundraisers' needs 45%

- Create processes which deliver excellent, high quality and relevant research and ensure data is managed in line with our guidelines
- Introduce new approaches to maximise the networks of Trustees, Appeal Board members and senior volunteers
- Manage the collation and dissemination of information about the relationships and networks of all prospects and donors
- Keep abreast of data protection and ensure the team follows best practice
- Ensure accurate and relevant profiles, briefing notes and reports (generated from the database) are prepared on prospects and donors as required for senior volunteers, Executive Group members and other staff by deadlines for their meetings and events
- Work with the database team to ensure Raiser's Edge is effectively configured to meet the requirements of the Philanthropy & Partnerships team and the Stop MS Appeal; and assist in the production of all reporting required from the database and make recommendations on protocols to improve data entry
- Maintain donor trust and confidentiality at all times

1c. Operational leadership of prospect research and pipeline management activity 10%

- Be the leading authority on prospect research, providing advice on policy and strategy, including providing advice to the Head of Strategy & Planning (Philanthropy & Partnerships) on prospect research including research strategies, data management, engaging senior volunteers and disseminating key information
- Liaise closely with colleagues within the Philanthropy & Partnerships team, the wider Engagement & Fundraising team and other departments to gather, collate and disseminate relevant and helpful data

1d. Manage prospect pipeline activity 15%

- Introduce and maintain proactive and reactive research systems across the organisation to ensure that all internal sources of prospective major donors (individuals, trusts or companies) and influencers are identified and their potential explored
- Develop processes to ensure a steady flow of researched prospects into the Philanthropy & Partnerships team and Stop MS Appeal pipelines, supporting the development of cultivation and stewardship plans

2. People Management 10%

- Managing performance and development, through regular feedback, supervision, supporting learning and the performance development review process
- Recruiting and inducting new staff
- Developing and maintaining effective working relationships across the team, department, directorate and organisation as a whole

3. Budget Management 5%

- Accountable for the efficient management of team expenditure including supporting the Head of Strategy & Planning (Philanthropy & Partnerships) in effective budget preparation, planning, monitoring and review
- Ensure effective financial and resource management

4. Monitoring and Reporting on Performance 5%

- Accountable for the analysis and evaluation of the team's work, performance information, monitoring and reporting against objectives, outcomes and KPIs
- Ensuring action is taken in a timely manner to enable corrective action to be taken
- Ensuring the impact of the team's work is measured in accordance with our outcomes framework

General

- Compliance with our governance procedures, policies and guidelines
- Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best
- Acting as project manager as required and contributing to relevant programmes and projects
- Providing advice to Head of Strategy & Planning (Philanthropy & Partnerships) on matters relating to prospect research and data management

Other Duties

- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands
- To undertake any other works as could be expected of a Prospect Research Manager

Person specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Qualifications

- A levels/equivalent qualifications or
- Relevant professional experience, which demonstrates equivalent academic skills
- Evidence of continuous professional development

Experience

Essential

- Proven experience of delivering prospect research and pipeline management
- Proven experience of working within a fast-paced major donor environment
- Experience of using data management techniques to support partnership fundraising activity
- Proven experience of engaging with senior volunteers and/or Trustees to gather data and to engage them in prospect research activity
- A proven track record of success in leading and managing a team of comparable size and complexity, to deliver high quality results to deadlines
- Experience of developing, communicating and implementing 2-year business plans
- Experience of helping colleagues impact on and deliver outstanding results in a team environment
- Proven planning and project management experience to control effective use of resources
- Demonstrable experience of applying effective problem solving techniques when the situation demands

Desirable

- Experience of financial and budgetary management

Knowledge and skills

Essential

- In depth understanding of engaging senior volunteers and staff and how best to access their networks
- Excellent understanding of relational databases, Raiser's Edge desirable
- Detailed knowledge of data protection and ensuring compliance
- The ability to manage change effectively
- Demonstrable commitment to collaborative team work
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity
- Excellent interpersonal skills, and able to influence/persuade a wide range of stakeholders
- Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and audiences
- Excellent organisational and workload management skills
- IT skills, in particular MS Office

Employment terms

Grade: Band F, Level 2

Signed by postholder Date

Signed by Executive Director Date



MS SOCIETY JOB DESCRIPTION

MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>
Collaborative	<p>Invests time and energy to establish trust and build positive working relationships with</p>	<p>Together</p>

working	<p>individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	<p>Together</p> <p>Expert</p>
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	<p>Bold</p> <p>Together</p>
Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	<p>Together</p>
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p> <p>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses</p>	<p>Bold</p> <p>Expert</p> <p>Ambitious</p> <p>Together</p>

	problems quickly and transparently.	
Tech Savvy	<p>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</p> <p>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</p>	<p>Bold</p> <p>Ambitious</p>