

**TLC: Talk, Listen, Change****Role Profile**

**Job Title:** Head of Development and Fundraising

**Salary:** Grade 6: £41,404 - £49,042

**Hours:** Full-time, 37 hours per week

We offer flexible working arrangements, including hybrid working, condensed or part-time hours, job share and other flexible approaches to support people to work in ways that help them perform at their best.

**Location:** Hybrid; This role is offered on a hybrid basis and can be based at home or from any TLC: Talk, Listen, Change location. There will be an expectation of occasional travel to our Head office in Manchester, alongside occasional wider travel as required.

**Accountability:** To the Group Director of Partnerships and Development

**Direct Reports:** Development Managers x4

**Job Purpose**

To lead and oversee the delivery of TLC: Talk, Listen, Change's charitable income generation and fundraising function, driving sustainable income growth through a diverse portfolio of opportunities including commissioning, grant applications, charitable trusts and foundations and fundraising activity.

The Head of Development will carry out a mixed role, primarily consisting of informing the strategy, supervising the team and supporting them to secure income - while also directly creating some high-value / high-stakes submissions themselves.

The role will play a key part in shaping and delivering the organisation's growth ambitions, ensuring a strong and balanced pipeline across statutory, commissioned and voluntary income streams. As part of TLC's Senior Leadership Team, the postholder will act as a senior advisor on charitable income generation opportunities and contribute to the wider strategic direction of the organisation.

**Key Responsibilities****Strategic Leadership and Contribution**

- Be a member of the Senior Leadership Team of TLC: Talk, Listen, Change, contributing to organisational strategy, growth and long-term sustainability.
- Work alongside the Group Director of Partnerships and Development and other senior leaders to shape and deliver TLC's development and charitable income generation strategy.
- Act as a senior advisor on development, funding and growth of charitable income sources for the organisation.

- Take a lead role in fostering a culture of ambition, collaboration and continuous improvement.

### **Development and Income Generation**

- Lead the team to deliver focused and successful development activity across TLC, ensuring a strong and sustainable pipeline of opportunities across:
  - Tenders / commissioning (including pre-market engagement such as soft market testing, actual submissions including PQQs, ITTs, framework applications and presentations / interviews)
  - Charitable trusts and foundations
  - Grants
  - Fundraising
  - Corporate relationships
- Work closely with our:
  - Group Head of Marketing and Communications  
To create and run exciting, engaging campaigns and projects which grow awareness of and support for TLC, ultimately leading to increased income
  - Director of Finance  
To ensure budgets are accurate and bids appropriately costed
  - Director and Heads of Services  
To ensure we can deliver safely, securely and effectively
  - Director of Partnerships and Development  
To ensure strategic alignment and relationships.
- Ensure a detailed understanding of all tender specifications including a thorough assessment of the implications and requirements of TLC within each opportunity.
- Ensure all submissions are high quality, aligned to TLC values and priorities.
- Work closely with service leads and partnerships colleagues to identify, scope and develop new opportunities.

### **Leadership and Management**

- Provide strong leadership to the Development team, including line management of Development Managers.
- Support a high-performing, collaborative team culture aligned to TLC behaviours and values.
- Ensure effective performance management, supervision, and development of staff (including one-to-ones, appraisals and team meetings).

### **Performance, Planning and Delivery**

- Lead the development and delivery of a clear development plan aligned to organisational strategy.
- Monitor and report on development and fundraising performance, ensuring a data-informed approach to decision-making.

- Provide delegated budget management for development and fundraising activity.
- Ensure smooth transition from development activity to service mobilisation, working closely with operational teams.

### **External Relationships and Profile**

- Build and maintain strong relationships with commissioners, funders and partners with regard to charitable income generation opportunities.
- Represent TLC at external forums, networks and events, contributing to sector influence and profile.

### **Governance and Ways of Working**

- Ensure all development and fundraising activity aligns with TLC policies, values and ethical frameworks.
- Contribute to organisational planning cycles, board reporting and strategic development processes.
- Commit to continuous professional development and maintain awareness of sector trends and opportunities.

## **Person Specification**

### **Head of Development and Fundraising**

#### **Experience (Essential)**

- Significant experience in a development, fundraising or income generation role within a charity, public or related sector.
- Demonstrable experience of leading successful tendering processes, including commissioning, contracts and competitive submissions.
- Proven track record of securing income from a range of sources, for example (in order of priority relevant to this role):
  - Statutory bodies (commissioning)
  - Fundraisers (individual, corporate, large or small)
  - Charitable trusts and foundations
  - Grant funders
- Experience of developing and delivering income generation or fundraising strategies.
- Experience of leading, managing and developing teams, including line management and performance management responsibilities.
- Experience of building and maintaining effective relationships with external partners with regard to bidding (for example, lead provider or sub-contractors for a tender).

#### **Experience (Desirable)**

- Working within areas linked to relationships, family support, or social impact.
- Contributing to organisational strategy or working at a senior leadership level.

#### **Knowledge and Understanding (Essential)**

- Income generation landscapes, including commissioning, grant-making and / or fundraising practice.
- End-to-end tendering and grant processes, including costing, submission and evaluation requirements.
- How to build a balanced and sustainable funding portfolio across different income streams.
- Awareness of the importance of aligning development activity with organisational values, impact and delivery capacity.

#### **Skills and Abilities (Essential)**

Skills in:

- Writing - specifically producing high-quality, compelling funding proposals with excellent attention to detail.

- Leadership and people management, with the ability to develop, motivate and support high-performing teams.
- Relationship building and influencing skills across a wide range of stakeholders both within and outside TLC. Ability to work collaboratively across teams, supporting joined-up approaches to development, partnerships and service delivery.

Ability to:

- Think strategically and commercially, identifying and developing opportunities for growth.
- Manage (and meet) multiple tight deadlines, running numerous processes simultaneously to produce accurate, high-quality submissions.
- Use data and insight to inform decision making and improve performance.
- Think creatively, devising exciting project ideas which fulfil both funder briefs and organisational capability and capacity.

**Personal Qualities and Values**

- A strong commitment to the values of TLC: Talk, Listen, Change – being safe, authentic and person-centred.
- Passion for TLC's mission and the impact of relationship support services.
- Collaborative and inclusive leadership style, with a focus on enabling others to succeed.
- Resilient and adaptable, with the ability to lead through change and respond to emerging opportunities.
- High levels of integrity, accountability and professional curiosity.

**Other Requirements**

- Willingness to travel nationally on occasion as required.
- Commitment to ongoing professional development.