

CLIENT SERVICES & PROJECT MANAGER

Job Description

September 2021

Overview

Wayforward is a fundraising consultancy and agency working with charities and other social purpose organisations to increase public support for their cause, optimise their revenue and develop their organisation to maximise their chances of success.

The work is varied and dynamic, with the needs of each client being unique to their particular circumstances. We take a flexible approach, we are a flexible employer, and we seek to deliver our work in the most effective, intelligent and impactful fashion. We avoid corporate conformity and conventional thinking which might limit the creativity and energy with which we approach our work.

We seek to work with people who are keen to share this approach and who are creative in their solutions, embracing challenges and finding joy in delivering for our clients. After all, everything we do will in some way make the world a little bit better, in the form of furthering our clients' vital missions.

The Client Services & Project Manager is lead contact for a variety of clients and takes charge of delivering all aspects of the work which has been agreed. They will perform some hands-on fundraising activity themselves (such as bid writing, copywriting, partnership liaison, etc), but they are not expected to provide all expertise personally; they will recognise when an external specialism is required and arrange for third parties to provide it within the client's budget. The role reports to a company director but their main responsibility is to the client. They will have a detailed understanding of the objectives, the timeline and the budget for delivering each project. They will then work with the client, with the experts within Wayforward and with any third-party providers of services to meet the objectives in the timeline and within the budget.

Responsibilities

To clients

- Plan and manage projects for clients coming out of strategic consultancy by Wayforward
- Contribute to strategic planning for clients
- Maintain and nurture relationships with client contacts
- Proactively seek additional value for clients with creative thinking
- Contribute to 'hands-on' fundraising for clients, such as
 - o producing (and/or commissioning production of) content

- contribution to applications for Trusts & Foundations
- Produce reports for clients, particularly as output documents at the end of projects
- Produce quotes for client work using Wayforward costing templates
- Prepare invoices for clients at month end
- Ensure projects are delivered to timeline and within budget through accurate record keeping of timesheets and expenditure and detailed understanding of the financial parameters for the project
- Actively identify opportunities to grow the work delivered for clients
- Actively seek opportunities with new clients through networking

To providers of services

- Manage third-party providers of services to Wayforward clients (liaise with them to deliver within budget and to timeline)
- Manage expenses and payment of suppliers through the purchase ordering system
- Maintain and build relationships with suppliers

To Wayforward, the company

- Contribute to production of content for Wayforward
- Contribute to management of Wayforward social media channels and Wayforward website
- Contribute to overall strategic leadership of Wayforward
- Actively support the introduction of new business to the company
- Mentor and coach graduate intern(s) - potential for line management responsibility as the company grows
- Contribute to organisational development of Wayforward as the company grows

Person Specification

- ✓ Energetic, creative thinker who finds satisfaction in problem-solving and overcoming challenges
- ✓ Fundamental commercial awareness and financial acumen
- ✓ A confident and engaging communicator both in writing and in person (or on video calls)
- ✓ Well organised and manages fluctuating workloads with initiative and determination
- ✓ Creative presentation skills and an ability to relay information in an engaging and memorable way
- ✓ Competent with standard IT packages such as Microsoft Office and cloud-based productivity platforms such as Asana and Miro
- ✓ Numerate and financially literate – able to produce quotes accurately and efficiently
- ✓ Calm under pressure and thrives on a challenge

- ✓ Demonstrates a clear passion for social purpose and has a robust social conscience
- ✓ Enthusiastically seeks opportunities to give and receive feedback to improve the performance of Wayforward, and to deliver ever greater value to good causes
- ✓ Comfortable working with ambiguity and is able to create/initiate structure where it is required

Desirable experience

- This role would suit someone with experience as an Account Manager in an agency, ideally with experience of charity clients
- Equally, this role would suit someone with experience as a Fundraising Manager (or equivalent) within a charity.
- General fundraising strategy development and planning
- Project management (formal qualification not required, but experience of project management in a fundraising or agency environment highly desirable)
- Group facilitation skills
- Providing open, honest, courteous feedback to colleagues, clients and suppliers
- Organisational development and continuous improvement of the employer

Starting salary

£28,000 per annum (pro rata) + bonus calculated on a profit share basis

Hours

22.5 – 37.5 hours per week, negotiable.

3 month contract initially with the option to become a permanent employee, subject to performance and your satisfaction with the role.

Flexibility is important to us and applicants wishing to work part-time or flexible hours will be considered alongside applications for the full-time role.

Location

Wayforward is based in Brighton, UK. An excellent office space is available in Brighton, but this role can also be performed fully or partially remotely.

Wayforward is an equal opportunities employer; our Equal Opportunities policy is available on request. Wayforward is a trading name of The Alcrofts Ltd, company registered in England & Wales, company number 12413015.

If you have any queries about this Job Description or any other matter relating to employment at Wayforward, please email team@wayforwardbrighton.com.