



Job Title:

Legacy and In Memory Manager

Dept.:

Fundraising

	Essential/Desirable	Evidence
A: EDUCATION QUALIFICATIONS AND TRAINING Level of education, specific qualifications, specialised training, training requirements for the job)	Essential: <ul style="list-style-type: none"> Qualified GCSEs/equivalent qualifications or relevant experience which demonstrates equivalent academic skills Desirable: <ul style="list-style-type: none"> Fundraising qualification (e.g. Institute of Fundraising Certificate) 	Application Certificates Documents CPD Portfolio Interview
B: EXPERIENCE (Length, type and level of work-related experience)	Essential: <ul style="list-style-type: none"> Proven experience in legacy and/or in memory fundraising within the charity sector. Minimum of two years' experience in a supporter/customer-facing role, ideally within the charity sector. Good understanding of charity legacy administration, probate law, and regulatory requirements. Experience in developing and delivering fundraising plans with measurable outcomes. Experience in line management, with the ability to support and develop a team effectively. Desirable: <ul style="list-style-type: none"> Experience working with key stakeholders such as solicitors and funeral directors. Experience within the healthcare and/or air ambulance charity sector. Experience of the Access CRM system. 	Application Interview
C: SKILLS KNOWLEDGE ABILITIES	Essential: <ul style="list-style-type: none"> Excellent relationship-building skills, with experience of stewarding supporters. Confident and skilled communicator with the ability to inspire internal and external stakeholders at all levels. 	Application Interview CPD



<p>(Range and level of skills, depth of knowledge required for the job)</p>	<ul style="list-style-type: none"> • Highly organised with strong attention to detail and the ability to manage multiple projects simultaneously. • Empathy and sensitivity when dealing with bereaved families and supporters. • Strong numerical and analytical skills, with experience in budgeting and financial reporting. • Confident speaking to groups and presenting. • Good understanding of marketing, communication and database management. • Passionate about the mission of Midlands Air Ambulance Charity and communicating its impact to external audiences. • A proactive and strategic thinker, able to identify and seize new opportunities. • Highly professional, with a commitment to delivering excellent stewardship and donor experience. • Ability to collaborate to deliver shared projects but also work alone and manage tasks independently. • Solutions focused approach. • Demonstrates honesty and integrity, and promotes organisational values and behaviours. • Ability to work to targets. • Proficient IT skills including MS Office. <p>Desirable:</p> <ul style="list-style-type: none"> • Understanding of Midlands Air Ambulance Charity and the wider Air Ambulance sector 	
<p>D: APTITUDES AND ATTRIBUTES (Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Creative and resourceful • Resilient self-starter • Tact and diplomacy • Reliability and commitment • Punctual • Autonomous working • High professional standards • Attention to detail 	<p>Application</p> <p>Interview</p>
<p>E: OTHER JOB REQUIREMENTS (Physical/health requirements, specific</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Full driving licence • Able to work flexibly, sometimes outside of normal office hours 	<p>Application</p> <p>Interview</p>



requirements e.g. car owner/driver, full, clean, current UK Driving Licence)	<ul style="list-style-type: none"> Undertake full DBS/immigration/immunisations verification checks in line with MAAC policy and procedures. 		
F: PERSONAL QUALITIES AND VALUES	<ul style="list-style-type: none"> RECEPTIVE - We define success as continuous improvement and aim for excellence in our lifesaving services and community projects RESPECTFUL - we are a community-based organisation with a 'one team' culture that embraces and encourages honesty. RESPONSIBLE - we aim to create the best possible future for everyone and strive to place sustainability at the heart of everything we do. RELEVANT - we are open to new ideas and ways of working, across our clinical and charity operations, providing total transparency to all stakeholders. RECOGNITION - we value our relationships - with staff, supporters and the wider communities we serve - working together to achieve the best possible patient outcome. 	Application Interview	

The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties