



Role:	Supporter Engagement Manager
Salary:	circa £26,000 pa, dependent on experience
Hours:	Full-time – 37.5 hours (will consider 4 days a week for right candidate)
Location:	Richmond, London
Start date:	As soon as possible; aiming for no later than end of May

About My Life Films

My Life Films is an award-winning charity which uses creative film-making to improve the lives of people living with dementia. In 2016 we won awards for Charity Start-up of the Year and Outstanding Dementia Care Product of the Year. Since then we have continued to grow, we have carried out trials and evaluations pointing to meaningful impact on a number of levels and we have attracted high profile media attention.

During the first 6 months of 2019, we are taking the opportunity to re-fresh our strategic plans and set out clear ambitions for what we aim to achieve in the next few years and how we propose to do it. This role will be joining My Life Films at an exciting stage of our development and will suit someone who wants to join a dynamic and creative team and is ready to take the next step in their career and contribute in a meaningful way to what we can achieve together.

Our core team currently consists of a newly appointed Executive Director, a Project Manager and Assistant Project Manager who together manage our dementia film-making programmes, a Production Manager who primarily focuses on our social enterprise film-production company, and a part-time digital marketing freelancer.

The Role

We have three main ways of generating income and support for My Life Films. These include winning support from Trusts and Foundations, generating earned income through our social enterprise (MLF Productions), and fundraising from a wide range of people and organisations. As part of our growth plans we are now seeking our first full-time Supporter Engagement Manager with the clear purpose of developing and maximising the opportunities we have to generate income and broader support from both current and new supporters.

This role will manage our supporter engagement activity across a wide range of groups and people ensuring they feel fully part of the difference we are making. We are looking for someone who understands the importance of building and maintaining relationships, has experience in fundraising or marketing and is passionate about our work supporting people with dementia through creative filmmaking. You will also will also have proven strong organisational and planning skills, as well as having excellent interpersonal skills.

Experience and Qualifications

- Demonstrable experience of building relationships through a previous fundraising, communications or marketing role
- Experience of managing supporter interactions in ways which maximise support to My Life Films and so that supporters feel fully part of the difference we are making
- Experience of producing effective copy for newsletters, mailings, or for the web and social media
- A successful track record of managing small to medium scale events
- Experience of implementing ambitious short-medium term plans
- Demonstrable understanding of best practice in supporter engagement & data management
- Experience of working to income and expenditure budgets
- Experience of recruiting and managing volunteers, with ability to inspire and motivate

Knowledge, Skills and Abilities

- Ability to build warm, professional and trusting relationships
- Excellent interpersonal skills, and ability 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 to a variety of audiences
- Knowledge of the charity sector and funding landscape and an understanding of fundraising guidelines including GDPR
- Excellent IT skills, in MS Word, Excel and PowerPoint and in using databases and social media
- Ability to plan and execute a wide range of activities and initiatives and to use your imagination, initiative in problem solving
- Good organisational and workload management skills with strong attention to detail and the ability to prioritise effectively
- Good numerical literacy and confidence in working with and meeting targets
- The ability and willingness to work flexible hours on occasion - this role will need occasional evening and weekend work.

Personal Qualities

- Self-motivated, proactive and resilient; able to work independently, flexibly, and as part of team
- Creative, solutions-focussed and positive; able to motivate others in their support of the charity
- Passion for the vision, mission and aims of My Life Films

Terms and Conditions

- Circa £26,000 pa; dependent on experience
- 20 days annual holiday plus national holidays/Bank holidays
- Company pension scheme

How to Apply

If you would like to apply for this role please send a tailored CV to Executive Director, Andrew Webb, with a covering letter clearly outlining your motivation and how you meet the Person Specification for the role. andrew@mylifefilms.org.

Note: we will be short-listing and conducting initial interviews on a rolling basis, however:

- **Final deadline** for applications is **3pm on Friday April 19th**
- **Final Interviews** will take place **Fri April 26th or Mon April 29th**