

Training and Quality Assurance Programme Lead

Job Level	4	Job reference No.	
		Role review	May 2021
Directorate	Fundraising	Service/Function	Fundraising Operations
Reports to	Head of Fundraising Quality Assurance and Standards		

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	None	Accountability for other resources	None

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes, connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Our values and principles

Our values (compassionate, courageous, inclusive, and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

As a subject matter expert, and using a variety of tools and resources, this role will lead on the design, delivery, and execution of a programme of in-person and remote fundraiser training, that is both inspiring and robust, enabling our fundraisers, including the professional fundraising agency partners we work with, to deliver to the highest standards and will be responsible for measuring their performance against our Fundraising Quality Assurance framework, which we use to offer assurance to our Trustees and our supporters, that we are meeting our statutory and regulatory commitments, as well as adhering to British Red Cross values and internal policy.

Although training will be offered to fundraisers across a whole range of activities, particular focus will be given to the areas of public risk, in particular those areas where we work with professional fundraisers and which are subject to intense public scrutiny and statutory control. This role will support colleagues, to identify, manage and mitigate against risk to our reputation or any contravention of the fundraising promise or code, helping them to implement a programme of monitoring and due diligence activities to evidence our performance and the effectiveness of the training offered, undertaking quality audits as required..

Main responsibilities

Design and delivery

- > Responsible for the design and delivery of an inspiring and robust training programme to both in house and agency fundraisers, which reflects the quality standards and values of the British Red Cross and puts the supporter at the heart of what we do.
- > Ensure the training delivered to the agency fundraisers we work with, inspires and motivates them to be the best-in class when representing our work and that it is effective in helping them to address any public enquiries or concerns, they may face.
- > Support others to lead and deliver a package of motivational training sessions that effectively address the regulatory concerns in respect of the fundraising activity being undertaken, and includes an effective programme of monitoring and due diligence that instils confidence and builds trust
- > Ensure training activities are recorded and monitored in a way that is robust, auditable and reflects the contractual and policy requirements for the fundraising activity being undertaken.
- > Scope out appropriate training resources, tools and innovative approaches to ensure the training we deliver is accessible, memorable and engaging and tailored to meet the needs of the audience.

Quality Assurance

- > Design and embed appropriate monitoring and due diligence tools for areas of public risk and public scrutiny, that are subject to statutory as well as regulatory control, to ensure that we can effectively assure our Trustees and the public that we are working to the highest standards of fundraising.
- > Lead on the delivery of quality audits, highlighting areas for improvement or those which require intervention.

- > Report on quality outcomes and any key performance measures to internal stakeholders and their agency partners as outlined in our Quality Assurance Framework
- > Identify and escalate any potential risks to senior stakeholders and mitigate where possible to reduce our public exposure
- > Maintain a directory of quality assurance and due diligence activities undertaken that can be easily referenced in the event of an audit

Stakeholder engagement

- > Maintain productive and mutually beneficial relationships with fundraising teams and their counterparts at professional fundraising agency partners
- > Provide subject matter expertise and consultation to teams to ensure fundraising campaigns and supporter communications are delivered in line with fundraising standards, internal policies and any statutory or regulatory requirements
- > Provide senior stakeholders with evidence- based, quality assurance reports that will help inform decision making in relation to risk
- > Contribute to the continual development of the quality assurance framework which underpins our training offer

Team Member

- > Actively participates in all team meetings
- > Supports other team members
- > Work and behaves in accordance with all BRC policies and procedures
- > Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous, and dynamic).

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Required /No

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
Knowledge and Skills	Essential	> High degree of literacy with the ability to translate difficult concepts into simplified language to meet the needs a variety of stakeholders	S	I	
		> Excellent broad knowledge of relevant standards, regulations and legislation impacting fundraising and the charity sector	S	I	
		> Excellent communication skills with the ability to lead and motivate people to deliver quality outcomes	S	I	
		> Strong interpersonal skills with the ability to inspire and motivate others, build mutually beneficial relationship and influence others in a non-confrontational way		I	
		> Excellent time management and organisational skills, with the ability to work independently and deliver a varied workload to deadline	S		
		> Excellent design and presentation skills			A
		> An understanding of the theories behind motivation and learning/training models	S	I	
		> Able to challenge and influence the status quo and identify practical solutions to deliver continuous improvement	S	I	
		> Able to recognise and address risk and to implement effective monitoring and due diligence tools, that seek to mitigate against it	S	I	
		Desirable	> Working knowledge of Dialogue Fundraising either Telephone or Face to Face	S	
> Fundraising campaign or account management skills including contract negotiation	S				

Experience	Essential	<ul style="list-style-type: none"> > Demonstrable experience of delivering training or presentations in a public forum. > Experience of developing and managing relationships with internal stakeholders and commercial partners > Experience of implementing risk evaluation and/or quality assurance monitoring tools and resources > Experience of coaching and training others to achieve quality outcomes 	S		A
			S		
			S	I	
	Desirable	<ul style="list-style-type: none"> > Experience undertaking due diligence activities such as mystery shopping or call listening programmes > Experience working with or as a Dialogue fundraiser > Experience working with quality assurance frameworks 	S		
			S		
			S	I	
Behaviours	Working collaboratively - Pro-actively builds collaborative relationships internally and externally			I	
	<ul style="list-style-type: none"> > Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions 				
	Communicating and Influencing - Takes multiple steps to communicate and influence			I	
	<ul style="list-style-type: none"> > Uses appropriate British Red Cross communication tools and channels to deliver multiple messages to a range of stakeholders, clearly and effectively 				
	Developing yourself & others -Develop skills for the long term			I	
	<ul style="list-style-type: none"> > Takes actions to address knowledge and skills gaps and ensure that people and teams have the skills and behaviours needed for good performance 				
	Solution Focussed - Sees multiple connections			I	
	<ul style="list-style-type: none"> > Uses a range of methods to identify solutions and make decisions, involving others where appropriate 				
Additional requirements	Essential	Ensures inclusive practice and promote diversity and ensure these values are foundational in our training		I	
	Desirable	Able and willing to travel within the UK from time to time as may be required to deliver in person training		I	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the min shortlisting criteria in the advertised person specification and apply under the disability confident scheme.