



BATTERSEA

HERE FOR EVERY DOG AND CAT

RECRUITMENT PACK



Head of Income Generation Strategic Projects Battersea London

Battersea is here for every dog and cat and has been since 1860. We are a leading animal welfare charity and over the last 160 years we've grown from one home in London to three rescuing and rehoming centres across the South East. With c500 staff and 1000 volunteers, we have cared for over three million vulnerable animals. We also campaign tirelessly to make things better for dogs and cats; sharing our expertise and educating the public and policymakers about responsible pet ownership. Join us and make a difference for every dog and cat.

Please read the information below thoroughly before starting your application.

Your Application

Your **supporting statement** is a very important part of your application. We cannot make any assumptions about your knowledge, skills and experience so the information that you provide in your supporting statement is vital for us to decide whether to shortlist you for an interview.

Please demonstrate how you meet the criteria and our values listed in the person specification, detailing your experience, skills, achievements and/or abilities that are relevant for the role that you are applying for. You should use **specific examples**. Please do not generalise e.g. "I usually....", or waste your word limit by telling us that you love dogs and cats. We are looking for evidence that you can thrive in the role advertised.

Your statement **should not exceed 1,000 words**. We recommend you draft and save your supporting statement outside of the application portal as your connection may time out and it is not possible to save this document online for future use.

Closing date: **The role will close as soon as a successful candidate is appointed.
Please apply as soon as possible to register your interest.**

Interview date: **Interviewing as suitable candidates apply**

How to Apply: **Please send a copy of your CV and a cover letter to Suzie Spooner at
suzie@aawpartnership.com**

If you do not hear from us within 2 weeks of applying, please assume you were unsuccessful on this occasion. Please note that we reserve the right to close this post early, should we receive a high volume of applications.

We are committed to providing equality of opportunity and valuing diversity for all current and prospective staff, volunteers and Trustees. We aim to ensure that this commitment, reinforced by our values, is embedded in our day-to-day working practices and our work together. We would particularly welcome applications from black and minority ethnic and disabled candidates, who are currently under-represented at Battersea.

Working at Battersea

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK

We have dogs from our kennels in our offices whilst they are waiting for a new home, so this means that staff can't bring their own dogs with them to work.

During the Coronavirus restrictions, our animal-facing staff continued to work on site and our office based staff worked from home. We are currently operating a hybrid working model with our office-based staff splitting their time between site based and home working. We believe this will support office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause.

As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

Data Protection

The information you provide in your application will be used by Battersea Dogs and Cats Home (Battersea) to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Battersea) and will not share your data with any third parties for their marketing purposes. We will also ask you for sensitive information (such as information relating to ethnicity or sexual orientation), but only to allow Battersea to monitor and report on diversity and equality of opportunities. The provision

of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk

Job Description – Head of Income Generation Strategic Projects

Dept/Team: Income Generation	Location: Battersea London
Hours: Full time, 35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements	Duration: Fixed term contract to December 2024
Responsible To: Director of Income Generation	Responsible For: Customer Services Project Lead Supporter Services team
Works With/Key Contacts: Directors Team Senior Leadership Team Income Generation senior team Supporter Services team Data Strategy project team Head of Centre Operations Compliance team	Salary & Grade: £66,200 per annum Grade B1

Battersea's approach to diversity

Battersea is here for every dog and cat and has been since 1860. We care for animals unconditionally, and we do not judge the owners of pets that need our help. It is this commitment which brings us together as an organisation, and we take great joy and pride in that.

We were founded by a female pioneer, Mary Tealby, who was unafraid to confront convention at a time when women leaders were rare, and animals were not universally loved. Her willingness to challenge the status quo is part of the legacy she leaves with us today, and we celebrate the impact we have made so far because of her vision.

We are ambitious to do more, including helping new populations of animals in new places beyond our centres; and we know we must adapt to the evolving world around us, harnessing the skills, experience and creative thinking of a diverse workforce to help greater numbers of animals and deliver the impact we all aspire to. And we know that an inclusive environment, where we welcome different perspectives and where staff and volunteers are empowered to be themselves, will ensure we continue to thrive.

We strive to create lasting change for animals and the people that care for them and believe that creating a truly diverse and inclusive Battersea, which is proudly open to all, will be essential in our mission to deliver greater impact for dogs and cats everywhere.

Why the role exists

The Head of Income Generation Strategic Projects leads on a range of strategic projects within the Income Generation directorate that have organisational impact across Battersea. As part of the Income Generation senior team, the postholder will work collaboratively with the Director of Income Generation and in conjunction with key stakeholders across all directorates to shape and deliver the Directorate's strategic priorities.

Supported by the Customer Services Project Lead, the postholder will also lead on shaping the way we engage and build relationships with our customers and supporters, focusing on their entire experience – at every stage and across all touchpoints – seeing the process through from strategy formation and concept development to delivery and implementation.

What you'll be doing	Approx % of time
<p>Data Strategy:</p> <ul style="list-style-type: none"> • Act as the Business Product Owner for human journeys as part of Battersea's data strategy implementation: <ul style="list-style-type: none"> ○ Be the point of information and decision-making for the project team in relation to all human interactions with Battersea: intake and rehoming customers; enquirers; fundraising supporters/donors-customer and visitors to our sites ○ Actively participate in the AGILE design and build process, attending regular meetings to feed back and provide key decisions that will impact the build process ○ Provide input and specific detail for design briefs, acceptance criteria, and test approaches throughout the build phase ○ Work closely with the Operations Strategy Implementation Manager to coordinate the human and animal journeys within the data strategy. 	50%
<p>Income Generation Strategic Projects</p> <ul style="list-style-type: none"> • Provide strategic support to the Director of Income Generation to deliver strategic change projects within Income Generation. For 2022-23 this is likely to include: <ul style="list-style-type: none"> ○ Customer Services review: review customer service provision across Battersea and develop the future Target Operating Model. This will include collaboration with colleagues across Battersea to map touchpoints and customer interactions, assess current ways of working, and map a path to achieving consistent, excellent customer service across the organisation. ○ Assets & Capabilities: with the Head of Philanthropy, Partnerships & Commercial, review Battersea's assets and capabilities to ascertain which represent commercial income opportunities, and develop business cases and proposals to realise these ○ Income Generation Strategy: Work as part of the Income Generation senior team to scope, develop and implement the next three-year Income Generation strategy for Battersea 	40%
<p>Supporter Services provision</p> <ul style="list-style-type: none"> • Lead, manage and develop the supporter services team, creating a high performing and motivated team by coaching and nurturing talent and developing a culture of continuous improvement. • Deliver and drive effective, efficient, compliant and excellent customer service to existing and potential supporters of Battersea. 	10%

The above job description is intended to be an outline of the duties and responsibilities for this role. Job descriptions change over time, and we will discuss with you and ask you to carry out work relevant to your role.

What you'll need to have to do the job

Job Specific	Proven leadership skills with experience of successfully motivating, leading and developing high performance teams
	Strong influencing skills, with the ability to inspire and lead others and collaborate with other senior stakeholders to move towards a common vision
	Demonstrable strategic and critical thinking ability
	Ability to drive a holistic approach, taking account of organisational priorities and challenges
	Proven experience of successfully managing a busy and extensive donor/customer care operation (ideally worth millions of pounds per annum/with thousands of transactions) to include donations processing, thanking, and complaint/objection handling in a fast-paced environment.
	Ability to develop strong relationships with senior leaders to enable strategic influence of customer experience
	Significant experience of scoping and implementing strategic projects and transformation programmes in a Fundraising/Income Generation function, including projects that have a wider organisational impact
	Familiarity and comfort with data transformation programmes as Business Product Owner working within an AGILE environment
	Experience of independently keeping up to date with relevant external codes of practice, including Gift Aid, Data Protection and CloF Codes and the law, and applying good practice in your own role, and your team.
	Desirable: formal project management/change management qualification
Values	CARE – We care wholeheartedly about our mission to be here for every dog and cat, and the work we each do to achieve this.
	EXPERTISE – We are experts at what we do, focusing on continual improvement, learning and growing our expertise, so we can all be the best we can be.
	DETERMINATION –We stay focused and solve problems to achieve our goals and our mission to be here for every cat and dog.
	RESPECT – We treat one another with respect, just as we treat every cat and dog with respect.
	INCLUSION – We champion diversity in all its forms, so that everyone can be themselves and feel valued and included.
	COLLABORATION – We understand that by working together across teams and with our partners, we achieve more for dogs and cats.

Staff Benefits

We offer our staff a wide range of benefits to reward them for the value that they bring to Battersea, to support them in their work, to help improve their health and wellbeing, and maintain a healthy work-life balance.

We intend to offer these benefits on an ongoing basis but may amend or withdraw them at any time.

Pension Scheme

Our group personal pension scheme is available to all members of staff. New staff will be auto enrolled into our pension scheme in their second month of employment, if they meet the eligibility criteria, at our standard rate of 2.67% staff contribution, 5.33% employer contribution. The following month, new starters can choose to increase their contribution rates and so benefit from a higher employer contribution of up to 10%. Because the GPP pension scheme is a salary sacrifice scheme, Battersea will also invest approximately 50% of the savings it makes on Employer National Insurance Contributions into your pension plan.

The contribution levels are as follows:

Staff contribution	Battersea contribution
2.67%	5.33%
3%	6.2%
5%	10.3%

Example of monthly pension contributions for salary of £20,000:

Staff contribution	Battersea pension contribution
2.67% = £44.50	5.33% = £88.83
3% = £50.00	6.2% = 103.33
5% = £83.33	10.3% = £171.66

Annual Leave

Staff are entitled to 28 days annual leave (pro-rata for part time staff and in the first year of employment), rising to 29 days after 5 years and 30 days after 10 years employment. This is in addition to eight days paid public holidays every year.

Health Cash Plan

Battersea offers a healthcare cash plan free of charge to all staff, using a provider called Simply Health. This cash plan enables staff to claim 100% of the costs of everyday healthcare, such as dental treatment, eye tests, glasses, contact lenses, physiotherapy, chiropody, osteopath, chiropractor, health screening and much more, up to annual limits.

Gym Membership

Staff who choose to join the Cash Health Plan can get discounts of up to 20% off a range of independent and chain gyms, including Fitness First, LA Fitness, Virgin Active and David Lloyd.

Season Ticket Loan

Interest free season ticket loans are available to all staff after two months of employment with Battersea.

Cycle to Work Scheme

We offer a Cycle to Work Scheme to encourage health and fitness. This enables you to save up to 40% of the cost of the purchase of a bike and safety equipment, up to a maximum value of £2,500 including VAT, by having this cost recovered from salary over a 12-month period and so saving tax and National Insurance on this cost.

Paid Maternity Leave

All pregnant staff are entitled to up to 52 weeks' maternity leave regardless of length of service. Staff who have worked with Battersea for more than 12 months by the time their baby is born receive enhanced maternity pay of 12 weeks full pay, with the remainder of their maternity leave being paid under Statutory Maternity Pay arrangements.

Paid Paternity Leave

Fathers to be or staff who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay.

Staff who have worked for Battersea for more than 12 months by the time their baby is born receive enhanced paternity pay of two weeks full pay.

Employee Assistance Programme

We offer a Staff Assistance Programme to all staff free of charge. It offers completely confidential and impartial support, information, and counselling service to staff on legal, financial, debt management and emotional issues.

Life Insurance

All staff are covered by our life insurance scheme, which provides a nominated beneficiary/ies with a lump sum equivalent to four times the staff's salary in cases of death whilst in employment at Battersea.

Uniforms for all Operational Staff

Free uniform is provided for all operational and clinic staff.

Veterinary Treatment of Staff Animals

We provide cost price veterinary treatment for staff with ex-Battersea dogs and cats.

Discounted Pet Insurance

We offer staff a 20% discount off the cost of Petplan insurance.

Discounts in our Shops

We offer our staff a 25% discount in our shops.

Professional Membership Fees

After two months service, staff in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year up to a maximum of £400.

Sabbatical Leave

Staff who have worked with us for five years or more can request six months unpaid sabbatical leave for personal or professional development, such as learning new skills or travel.



Registered with
**FUNDRAISING
REGULATOR**

Battersea Dogs & Cats Home is a charity registered in England and Wales (206394)
Registered Office: Battersea Dogs & Cats Home, 4 Battersea Park Road, London, SW8 4AA.