



Head of Fundraising Strategy & Operations

Fundraising Directorate | Reports to: Executive Director, Fundraising About the Team and the Role

- A new leadership role reporting to the Executive Director, Fundraising, bringing fundraising operations, insight and strategic planning together. This is a high-impact role for someone who wants to shape how a large-scale charity grows income, uses insight and makes strategic decisions at scale.
- You will act as a trusted strategic partner to the Executive Director and Fundraising Leadership Team, bringing clarity, pace and commercial discipline to ambitious growth plans.
- You'll manage the Fundraising Operations Lead and the Case for Support, Stewardship and Strategy Lead, giving Mencap's fundraising the operational backbone and strategic coherence it needs to scale.
- You'll own the Fundraising Directorate's operational reporting and planning, budgets, forecasting and KPIs to give the Executive Director and wider leadership a clear, reliable view of performance.
- You'll ensure our systems, data and compliance practices support confident decision-making, sustainable growth and excellent supporter experience.
- You'll build the case for support and stewardship approach that underpins every income stream, and champion a joined-up approach to fundraising activity and external communications.

- You'll bring insight and evidence to the table, helping the wider Fundraising leadership team make better, faster decisions.
- This is a central leadership role with the mandate to influence priorities, improve performance and help shape the future of fundraising at Mencap.

Core responsibilities

This role combines operational leadership, strategic planning and insight to give Mencap's Fundraising Directorate the foundations it needs to scale.

Strategy & Planning

- Work with the Executive Director to develop and embed the Fundraising Directorate's strategy and business plans, aligned to Mencap 2030.
- Lead the directorate's planning cycle, coordinating input from across income-generating teams.
- Lead quarterly and annual planning sessions across the directorate.

Operational Reporting & Financial Management

- Own the directorate's operational reporting, consolidating budgets, forecasts and KPIs into a clear, reliable view for the Executive Director and Board.
- Lead regular reforecasting and budget monitoring, working closely with Finance.
- Chair cross-directorate meetings to identify opportunities and ensure best practice in income management.

Team Leadership

- Line manage the Fundraising Operations Lead and the Case for Support, Stewardship and Strategy Lead, building capability and performance.
- Ensure the directorate has the systems, processes and ways of working needed to operate efficiently and scale.

Insight, Systems & Compliance

- Champion the use of data and insight to inform fundraising decisions across the directorate.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

- Ensure systems, data and compliance practices, including GDPR, Gift Aid and Fundraising Regulator requirements, are robust and fit for purpose.
- Support the ongoing development of Salesforce and other key systems, ensuring they meet the directorate's needs.

Case for Support & Cross-Organisational Alignment

- Oversee the development of a compelling, up-to-date case for support, used across campaigns and funding applications.
- Build strong relationships across the organisation to embed fundraising as a shared priority.

What you will bring to the role (Essentials)

- Significant experience leading fundraising operations, insight or strategic planning functions, with a track record of building robust reporting, systems and processes that scale.
- A track record of improving performance, strengthening decision-making and creating the conditions for teams to deliver ambitious income growth.
- A confident strategic partner to senior leadership, able to translate complex data and planning into clear, actionable direction for a Fundraising Directorate.
- Strong financial and analytical skills, with experience of budget management, forecasting and KPI reporting across multiple income streams.
- Experience of leading strategic planning, budgeting and forecasting for a fundraising or income-generating function.
- Strong knowledge of fundraising compliance, including GDPR, Gift Aid and Fundraising Regulator requirements.
- Experience using CRM and data systems, ideally Salesforce, to drive reporting and decision-making.
- Excellent written communication skills, with experience producing case for support materials and board-level reporting.



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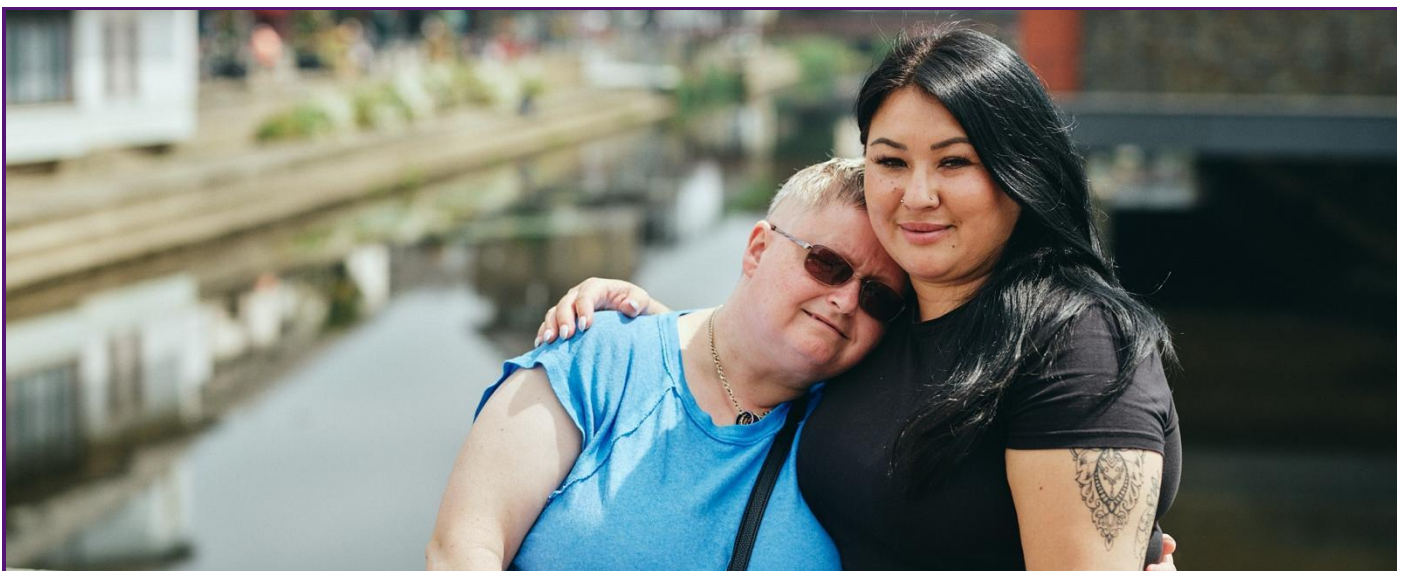
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- Takes ownership of decisions and actions, showing accountability, sound judgement and transparency, including when situations are complex, ambiguous or evolving.
- Uses knowledge, expertise, systems and tools effectively to deliver high-quality work at pace, anticipate challenges and help teams navigate complexity.
- Drives continuous improvement, collaboration and alignment across teams, ensuring activity supports wider organisational goals and long-term success.
- Develops self and others through coaching, mentoring, feedback and continuous learning, recognising achievements and improving team performance and capability.
- Champions inclusion, wellbeing, belonging and psychological safety, ensuring decisions, structures and leadership behaviours help identify and remove barriers to equity.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”



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Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.

The Talent Set is the specialist recruitment partner for the charity and nonprofit sector, connecting organisations with exceptional talent across fundraising, marketing, communications and digital.

Commitment to Diversity

The Talent Set is committed to inclusive recruitment practices and welcomes applications from all backgrounds. We actively encourage applications from people with diverse experiences and are happy to discuss any reasonable adjustments required throughout the recruitment process.

How to Apply

The deadline for applications is Friday 2nd October, with 1st stage interviews taking place w/c 12th October. To apply, please submit your CV demonstrating your suitability for this role via our website using the apply now button.

If you have any initial questions before applying, please contact mencap@thetalentset.co.uk
We aim to get back to all successful candidates within 48 working hours.



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