

Head of Income Generation and Communications Job Description

About Us:

Hamelin is redefining care for a better future. We support autistic people and individuals with learning disabilities to live their best lives and cultivate compassionate, equitable communities where they can realise their dreams.

Our work is guided by three core values:

We are community – We foster belonging, build strong partnerships, and create inclusive spaces where everyone is valued.

We enhance lives – We design services that empower individuals, enabling them to thrive and achieve their aspirations.

We think differently – We innovate, challenge traditional approaches, and seek creative solutions to improve support and outcomes.

Role Purpose:

The Head of Income Generation and Communications (IG+C) is a key leadership role responsible for developing and expanding Hamelin's fundraising, public sector contracting and communications function, ensuring it is innovative, responsive, and generates a strong return on investment.

The postholder will oversee the current fundraising portfolio including; grants and corporate and community activity. They will lead Hamelin's statutory contract tendering and oversee our communications and marketing. The postholder will also horizon scan for new opportunities to enhance and grow our offer and generate new income streams.

The IG+C team is small and works flexibly. At times you will be required to add capacity in terms of bid writing and financial modelling, attending fundraising events, helping produce copy for digital media and any other activity that needs additional resource.

Key Responsibilities:

Ensure sustainable funding for Hamelin's services

- Ensure a robust process for identifying and assessing formal tender and grant funding opportunities
- Ensure key stakeholders are involved in bid production, including colleagues from Finance, Operations and People and that bid decisions and key risks are articulated in a timely and clear fashion to decision makers
- Ensure that tender and grant submissions are high quality, using compelling qualitative and quantitative data sources
- Identify and develop partnerships with organisations that share Hamelin's values and purpose and can strengthen our offer

- Stay informed about changes in adult social care policy, commissioning trends, and best practices
- Oversee Hamelin's development of our corporate, community and individual giving programmes, ensuring compliance with Charity Commission and Fundraising Regulator regulations
- Support the planning and delivery of community events, ensuring their success in maximising revenue and positive communication opportunities
- Support the IG+C team to review the successes and learnings from applications and events, ensuring that future activity is even more impactful
- Support the IG+C team to identify new ways of raising funds
- Ensure a strong stewardship process for developing existing supporters and increasing donations
- Support SLT and finance colleagues to ensure that the fees we receive from statutory commissioners are sustainable
- Oversee the charity's external communications, ensuring that; there is an appropriate strategy for acquisition of new referrals for our services, compelling content that engages new supporters and influences for change on behalf of the people we support
- Responsible for growth in visibility of the Hamelin brand across Greater Essex and beyond
- Support the development of Hamelin's all channel marcomms strategy

Leadership & People Management

- Lead and develop a high-performing team, fostering a culture of collaboration, innovation, and professional growth
- Directly line manage:
 - Trusts and Foundations Manager
 - Community Partnerships Manager
 - Communications Manager
 - Any other future roles within the IG+C team
- Set clear objectives, provide regular supervision, and support professional development for all direct reports
- Work closely with the People team on employee engagement, development, and workforce planning
- Ensure effective communication, staff support, and performance management across the IG+C team

Operational Leadership & Delivery

- Deliver appropriate and high-quality reporting to Hamelin's SLT and Board, to give assurance that funding for Hamelin's services remain sustainable
- Ensure efficient budget and resource management to maximise impact within financial constraints
- Set clear performance targets for fundraising and communications and ensure they are met, regularly reviewing progress and implementing improvements where needed
- Build strong relationships with the people we support, their families, and the wider community to foster engagement and co-production
- Gather and use feedback from individuals, families, carers, and commissioners to inform service improvements and strategic decision-making

- Act as an ambassador for Hamelin, representing the charity at sector events, forums, and with key stakeholders

Person Specification

Essential Criteria

Experience & Knowledge:

- Understanding of and experience in a range of fundraising disciplines (especially grant, corporate and events fundraising)
- Strong understanding of the Fundraising Regulator code of practice
- Understanding of local and national government procurement regulations and practices
- Strong background in securing and managing diverse funding streams, including grant applications and contract negotiations
- Experience in growing and scaling charity services, particularly in response to increased demand and financial constraints
- Demonstrated ability to build strategic partnerships and collaborations
- Previous line management experience, including coaching and developing staff
- Financially literate, with experience managing budgets and resources effectively

Skills & Attributes:

- Strategic thinker with the ability to identify and capitalise on new opportunities
- Strong leadership and people management skills, able to inspire and develop a team
- High-level communication and influencing skills, with the ability to engage diverse stakeholders
- Ability to work collaboratively across teams, particularly with the People, Finance and Operational teams
- Resilient, adaptable, and solution-focused, with a strong commitment to Hamelin's values

Other Requirements:

- Be ready to work flexibly across locations in Essex, which will include occasional weekends
- Complete all required training, whether through e-learning or in-person courses
- Adhere to our published policies, procedures, and standards
- Adhere to compliance and governance requirements
- Holds a valid driver's license and has access to a vehicle

Desirable Criteria

- Experience in social enterprise development or alternative income generation models
- Familiar with the local community and relevant stakeholders
- Understanding of policy and commissioning trends in the social care and community sectors
- Knowledge of the needs and experiences of autistic people and individuals with learning disabilities

- Experience in communications and/or marketing

What We Offer

- A key leadership role in an ambitious and values-driven organisation
- Opportunities to innovate and shape a growing community offer
- A supportive and collaborative team environment
- Location and time-based flexibility
- Blue Light Card
- Free on-site parking at the services
- Access to our Employee Assistance program
- Training Opportunities
- Pension

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Head of Income Generation and Communications at Hamelin.

Signature: Date:

Name in capitals: