



Pecan Recruitment Pack

Pecan was established in 1989 as a response by the local churches to some of the social and emotional issues facing people in Peckham. Since then, the charity has provided practical and emotional support to people challenged with barriers such as unemployment, a criminal record, hunger, disability and even a lack of confidence in seeing an end to the difficult situations they face. Our heart continues to be in Peckham with an outreach across the borough of Southwark and other communities in our great capital city.

Pecan is a registered charity and a Company Limited by Guarantee, for more information on our history, please visit our website.

Our Ethos

As an inclusive Christ centred organisation, Pecan seeks to treat all people with dignity, openness and respect, demonstrating Jesus' grace and love in action. At the core of our Mission, Vision and Values is Kindness, Belief and Hope:

- Embracing diversity and loving every person for who they are
- Honestly building every person's confidence in their own unique capability
- Believing in the potential of each and every member of our diverse community
- Persevering alongside people through every challenge
- Starting, living, and ending every diverse and unique encounter in hope

www.pecan.org.uk

Registered Charity number 801819



PECAN'S PROJECTS



Our Services

We currently have 30+ members of staff that work across our different teams and projects:

Employment Support

We deliver contracted programmes that support up to 1,000 people in their journey to employment. The team runs various in-house trainings and workshops and work with external partners to deliver qualifications such as SIA and First Aid.

Together

This Pecan project brings together a range of activities and services previously delivered by Pecan's HOurBank project, into a new Community Hub that aims to create a one-stop-shop for our community. You will find a warm place to sit, café sessions, coffee mornings, arts and crafts, advice, support, health and wellbeing activities, workshops, and information. You will also find a variety of community and social activities, as well as signposting and information about what is happening in the borough.

Women's Services

The Southwark and Lewisham Women's Hubs offer safe, welcoming, one-stop-shop support for those affected by the criminal justice system, and for local women seeking support, information, and community. The service provides gender-specific and trauma-informed support, helping to equip women with the tools and resources they need in a relaxed and welcoming space. The service offers one-to-one advocacy support, group activities and training workshops.



PECAN'S PROJECTS



Peckham Pantry

This is a social supermarket which was piloted in 2019 one day a week and expanded to 6 days a week in 2020, during the pandemic. Members of the pantry pay £4.50 per visit which enables them to shop for around £15 worth of food including fresh meat, fruit and veg and store cupboard favourites. It is expected that the Pantry will reduce childhood obesity in Southwark through increased access to affordable healthy food.

Southwark Foodbank

This project operates 5 days a week across Southwark to provide food in times of financial crisis. The core aim to help people to manage their way out of their situation through creating a friendly, welcoming place that offers free advice and signposting to other relevant support services. Working with the community, we help our service users tackle long-term issues, as well as the immediate crisis that led them to us. The project works within the local community to receive donations of time, food and finance from the general public, churches, mosques, schools and businesses without whom we could not serve the community.

Central Services; We cover various areas that factor into the operations of the organisation. These areas include Finance, Fundraising, Governance, Human Resources, Marketing, Office Coordination and Wellbeing.

We are governed by our **board of trustees** currently consisting of 8 members, and we also have around 100 volunteers who support our projects over the year.

Please visit our **website** for more details on our **team members** and services.

Launch of the Impact Report



WHY WORK FOR PECAN



For thirty-five years, Pecan has been working in the community of Southwark supporting individuals to transform their life. We now seek ambitious, collaborative people passionate about our cause to join us at this exciting time. We are a very diverse employer and strongly welcome applications from people of all backgrounds. We offer multiple benefits including the following:

Flexible Working (right to request)

- Standard 36-hour week
- Compressed hours
- Part – Time
- Flexible Pattern
- Flexible Location (remote)

Family friendly policy

- Enhanced Sick Pay
- Excellent work life balance
- Dependents Leave
- 30 days Annual Leave
- Maternity and Paternity Benefits
- Death in service/ Life Assurance Cover (4 times annual salary)

Pension

- Enhanced employer contribution 8%
- Option to employee increase %

Learning and Development

- Personal development actively encouraged (Internal and external training programmes/ Regular appraisal and supervision)

Additional Benefits

- Based in vibrant Peckham
- Certified Disability Confident Employer
- Supportive culture
- Accredited London Living Wage Employer
- In-house fruit and veg rota
- 4 team away days annually

Access to an Employer Assistance

Programme (EAP) via Croner & Perkbox

- Health Assured provides a confidential counselling service 24 hours a day, 365 days a year to Pecan employees and volunteers.
- Counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.
- Pecan staff have access to Medical Solutions 24/7 confidential health helpline which provides direct access

Access to Wellbeing programmes

- External clinical supervision sessions
- Internal wellbeing activities
- Regular prayers/reflection together
- Staff socials

Access to:

- Up to £100 contribution towards the cost of glasses
- Cost eye test
- Bike to work scheme
- Perkbox membership



JOB DESCRIPTION

Title	Individual Giving and Philanthropy Lead
Team	Central Team
Reporting to	Head of Services
Hours	5 days, 36 hours per week, Full time (part-time considered)
Salary	£35,000.00 - £38,000.00 pro rata p/a (depending on experience), + 8% Employer Pension Contribution
Contract	Permanent
Holiday	38 days including bank holidays and mandatory holidays (Christmas closure) pro rata
Location	121a Peckham High Street, SE15 5SE (hybrid working available, with 3 days per week in the office minimum)

We are looking for a thoughtful, relational and data savvy Individual Giving and Philanthropy Lead to strengthen and grow our community of supporters. This is an exciting opportunity for a fundraiser who wants to take ownership of a key income stream, shape strategy and bring creativity and care to supporter relationships.

Pecan. Leading with purpose. Building stronger supporter relationships

Pecan is a community development charity working in Peckham, south London, to support local people who face deep social and economic disadvantage. We walk alongside people affected by poverty and hardship, unemployment, the asylum system and the criminal justice system, helping them to build confidence, skills and new possibilities. We advocate for those we work with, challenging inequality and injustice at a local and national level to provide hope and belief in a better a future for our community. All of our work is shaped by our values of kindness, belief and hope.

About the role

Over the last five years, Pecan has built a modest but passionate base of individual donors, a few hundred people who give regularly or occasionally. However, we haven't had a dedicated person looking after them for a while. This role will lead the way in reconnecting with our existing supporters, building strong stewardship journeys and growing our income through individual giving and major donors.





This is a hands-on and strategic role that blends relationship building, storytelling, data management and fundraising techniques. You'll work closely with the CEO, trustees, the corporate partnerships lead and our communications lead to develop a supporter care programme that reflects our values, grows engagement and ultimately increases income. You will also begin to develop our major donor strategy, with support from senior leaders and existing networks. Due to funding for this post, you will split your time between raising funds for Pecan's Southwark Foodbank, as well as Pecan's other programmes and community services, and you will liaise closely with colleagues across both these areas.

You will need to be confident in working independently, but you will be backed by a supportive and engaged senior team who understand the importance of fundraising and want you to succeed.

We recognise that this is a wide-ranging role, so we'll work with you to set priorities and develop the role over time. You'll be supported to focus on the areas of greatest opportunity and impact.

Main Responsibilities

Working with the CEO, trustees, corporate partnerships and communications team your main responsibilities will be:

Individual Giving and Donors

1. Develop, manage, monitor and improve the individual giving fundraising portfolio - with the initial aim of generating in excess of £250,000 per annum from individual giving. Income targets and other KPIs will be reviewed and agreed each year.
2. Lead all individual giving streams such as direct mail appeals, online donations, regular campaigns and appeals to maximise income generation.
3. Focus on donor retention and development, as well as new acquisitions.
4. Develop strong, trusted relationships with individual donors – minor and major donors – to maximise their contributions and connections.
5. Ensure we have cultivation and stewardships plans, systems and procedures in place to build long-term relationships.
6. Recognise that, for many of our supporters, giving includes not just financial, but volunteering, promoting, introducing, praying and wider support; work with colleagues across Southwark Foodbank and Pecan to encourage – and recognise – these as part of a supporter journey and encourage deeper relationships.
7. Ensure we show our appreciation and gratitude regularly enabling our donors to feel connected to our work and understand the impact that their donations make. In doing so driving levels of satisfaction, loyalty and retention.
8. Act as the 'first point of call' for all supporters, ensuring any concerns are documented, resolved or escalated.





Relationships with local churches and their congregations

1. Work with the trustees and senior leadership team to deepen our relationships with our (cross denominational) member churches and to build closer links with additional churches in and near the area and local umbrella Christian organisations.
2. Work with them to inspire engagement with Pecan across their congregations and networks. Encourage both churches and individual givers within churches to support Pecan financially, in-kind, by prayer and by volunteering their time and expertise.
3. Work together with the trustees to be able to represent Southwark Foodbank and wider Pecan at events, including Christian exhibitions and festivals and church talks.

Relationships with local institutions

1. Work with other local institutions such as schools and businesses to find individual donors who will financially support Pecan's work. You will work closely with our corporate partnership and communications team.
2. Support the work of our corporate partnerships team enabling individual employees to engage and support with our work.
3. Represent Pecan at local events such as school harvest Foodbank collections.
4. Develop fundraising and marketing materials to give to schools and businesses with our communications team.

Fundraising Appeals

1. Coordinate fundraising appeals including the Pecan and Foodbank Christmas fundraising campaign, Big Give Campaigns and other appeals across all income and media streams, again working closely with the partnerships and communications team.
2. Develop marketing and fundraising materials with our communications team for use across multiple-channels.
3. Ensure our website, social media and other channels are ready for each campaign and drive existing and new supporters to donate and get involved.

Fundraising Systems and Processes

1. Oversee our fundraising systems and processes.
2. Use our new CRM system (Beacon) ensuring data is accurate, GDPR compliant, segmented and usable for effective analysis, reporting and engagement. Oversee CRM system used by other relevant staff and ensure that associated processes are updated and embedded.
3. Ensure our Fundraising Giving Platform (Enthuse) is up to date and easy to use. The data extracted from Enthuse will be uploaded regularly into our CRM system (Beacon) so that we can effectively analyse, report and engage with our supporters better.



Other Duties

- Participate in regular supervision and annual development reviews, and attend Pecan team meetings as and when required.
- Help to identify your own job related development and training needs.
- Always work with anti-discriminatory, empowering practice, ensuring everyone is treated with dignity and respect.
- Adhere to Pecan's code of conduct, confidentiality, safeguarding and equity, diversity and inclusion policies.
- Undertake your role in a professional manner and maintain a high-quality standard of work in accordance with the aims, values and ethos of Pecan.

The above description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.

PERSON SPECIFICATION

We are looking for someone with a blend of supporter care skills, fundraising knowledge and data confidence - someone who enjoys both communicating with people and working behind the scenes to make systems work well. You may come from an individual giving background or a broader fundraising role with relevant experience. What matters most is your ability to relate well to supporters, tell stories that inspire and use insight to guide action. For more details, please see Appendix 1 below.

You will have experience of:

- Individual giving fundraising, including planning and delivering appeals and donor journeys.
- Managing and stewarding a portfolio of donors, ideally across regular and one-off giving.
- Using CRM systems (ideally Beacon, but others like Raiser's Edge or Salesforce are fine too), including updating records, segmenting data and running reports.
- Writing clear, engaging supporter communications that show appreciation and demonstrate impact.
- Analysing fundraising data to evaluate performance and shape strategy.
- Working in a small team or charity, where you've needed to balance strategy with hands-on delivery.
- Experience of working with major donors - even if limited - is a bonus, and we'll support you to grow in this area.



PERSON SPECIFICATION



You will also bring:

- Strong relationship-building skills, with empathy, tact and confidence in your communication.
- Excellent written English and a natural, warm tone when writing for supporters.
- Accuracy, attention to detail and the ability to manage and draw insights from data.
- A proactive, self-starting approach, with the discipline to manage your own workload and the people skills to work collaboratively.
- A creative and curious mindset. You enjoy trying new things and improving how things work.

You don't necessarily need to be a practising Christian, but you should feel comfortable working in a faith-rooted organisation and your values should align with ours. In addition, as part of this particular role, you need to be able to connect, grow and deepen our relationships with churches and Christian givers and to be comfortable being prayed for. We welcome applications from people of all backgrounds and actively encourage people from underrepresented communities to apply.

Why Join Pecan?

- Be part of a meaningful, values-led charity with a 35-year legacy of making a real difference to the lives of local residents in Peckham, south London.
- Join a welcoming team that genuinely cares about the people and communities we serve.
- Real strategic and operational ownership of your area of work.
- Support from leadership and the opportunity to develop your skills further.
- Flexibility around hybrid working and part-time options.
- Care for the wellbeing of all our staff and volunteers.

"We know our supporters care, as they have been by our side for years. But we haven't had anyone to properly look after them for a while. Now is the time. This role is about rebuilding relationships, listening to supporters and helping us grow our impact. Thank you for considering us. We hope you apply."

Sally Dixon, Chair of Trustees, Pecan



PERSON SPECIFICATION



Further Information

- Be part of a meaningful, values-led charity with a 35-year legacy of making a real difference to the lives of local residents in Peckham, south London.
- Join
- All offers to join Pecan are subject to satisfactory references and a DBS check, which is standard policy for all staff and volunteers. Having a record will not necessarily disqualify you from acquiring the post.
- Pecan is committed to equity, diversity and inclusion.
- We are a disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the minimum criteria as laid out in this job description.
- All staff are expected to adhere to Pecan's code of conduct, confidentiality and data protection policies.
- An induction will be given for all new staff, which will cover best practices, staff and volunteer responsibilities and an overview of key policies.
- There is a 6-month probation period for this role.

How to Apply

- Please submit your CV and a short cover letter (maximum 4 pages) explaining why you are interested in the role and how you meet the person specification to **CharityJob** by **Monday 16th June 2025 9am**.
- Shortlisted candidates will be invited to interview on the week commencing Monday 23rd June 2025, Details TBC.

If you would like to discuss access needs or adjustments to the recruitment process, we would be happy to support you. All recruitment queries should be directed to **hr.support@pecan.org.uk**. To be directly informed about all of our career opportunities, please keep an eye on the **[vacancies page](#)** of our website, or join our **[careers mailing list](#)**. We look forward to receiving your application!



Appendix 1



Person Specification - Individual Giving & Philanthropy Lead Experience & Knowledge

Experience & Knowledge	Essential	Desirable
Proven experience in individual giving fundraising, including appeals and donor journeys	E	
Experience managing and stewarding a portfolio of regular and one-off donors	E	
Experience using and maintaining a fundraising CRM (e.g. Beacon, Raiser's Edge, Donorfy, Salesforce), including data segmentation and analysis	E	
Experience writing compelling donor communications (letters, emails, thankyou's, updates)	E	
Experience analysing fundraising data to shape strategy and improve performance	E	
Understanding of the giving landscape for Christian charities and ability to connect with the particular motives of churches and Christian donors	E	
Knowledge of GDPR, fundraising regulations and best practice	E	
Experience delivering fundraising campaigns or supporter engagement projects	E	
Exposure to, or experience with, major donor fundraising (e.g. researching prospects, supporting cultivation or stewardship)		D
Understanding of Pecan's values and how they shape organisational culture		D
Knowledge of Peckham and the London Borough of Southwark		D
Experience working in a small or medium-sized charity environment		D
Experience working closely with senior leaders or trustees in a fundraising context		D
Member of the Chartered Institute of Fundraising or similar professional body		D

Skills & Abilities	Essential	Desirable
Strong interpersonal skills — able to relate to and build rapport with a diverse range of supporters and stakeholders	E	
Excellent written English and the ability to write clearly, persuasively, and with empathy	E	
High level of accuracy and attention to detail	E	
Confident using spreadsheets and CRM systems (preferably Beacon) to manage and analyse supporter data	E	
Ability to work independently, plan your workload, and deliver to deadlines	E	
Creative thinker — able to spot opportunities and test new approaches	E	



Values & Personal Qualities	Essential	Desirable
A passion for supporter care and commitment to treating donors with integrity and respect	E	
Empathy and emotional intelligence in communication and relationship building	E	
Alignment with Pecan's Christian ethos and willingness to work in a faith rooted environment	E	
Commitment to equity, inclusion and anti-oppressive practice	E	
Self-motivated and proactive, with a flexible and collaborative approach	E	