

# Giving Steward

Role Description and Recruitment Pack



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## Role overview

<b>Title:</b>	Giving Steward
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	12-month fixed-term
<b>Location:</b>	Flexible (but with the ability to work from 1 Lamb's Passage, London, EC1Y 8AB at least one day per week)
<b>Salary:</b>	£22,000 - £25,000 p.a., depending on experience
<b>Closing Date:</b>	9am Wednesday 15 <sup>th</sup> September. Interviews 23 <sup>rd</sup> / 24 <sup>th</sup> September

## Why this position is important to us

In recent times, Stewardship has started a journey of transformation; from a traditional transactional service provider, to an innovative and technically orientated ministry with a big ambition to release over £250m of giving in to the Church, every year, by 2025.

Our portfolio of services is now both specialist and diverse, and includes digital giving products, accounts examination and payroll services, loans and deposits for churches and charities, and the specialist support of individuals in Christian ministry.

Our giving team is the beating heart of our operations, serving the needs of 40,000 generous Christians to help them find and support the causes that they care about, to troubleshoot and solve payment issues, and to help them make full use of their giving accounts so that their giving is a joy and blessing each month.

## The impact you will have in this role

As a Giving Steward you will join a team who, every day, provide the highest levels of care and attention to those who choose to give with Stewardship.

By helping our givers get the most from their giving account and setting up their gift preferences in a way that suits their needs, passion and calling, you will play a pivotal role in helping them express and grow their generosity, and be responsible for releasing over £55m this year to fund 4,500 churches, 6,000 charities and 2,500 Christian workers.

# Welcome to Stewardship

Big or small. First or last. Given or received. We make every gift count.

We're a place where connection happens - where those called to give meet those called to go. A community of generous stewards uniting to use all God has given us to love Him, love one another, and love our neighbours as ourselves.

We help Christians give and we strengthen the causes they give to.

We call this **Active Generosity**.

## Our vision and values

Our vision is for the world to encounter Jesus through the generosity of His church.

At our core, as believers in Jesus Christ, are the biblical values of:



**Generosity**



**Integrity**



**Relationship**



**Excellence**

For over 100 years, we've helped Christians, charities and churches activate generosity, resource their calling and make a difference in Jesus' name.

In 1906, Stewardship was created by a small group of Christians uniting to release generous gifts and financial support to Christian ministries in the UK and overseas. Among their number were professionals and philanthropists, chemists and church planters, factory workers and evangelists, with each giving as they were able.

Today, we help over 40,000 people live out their calling to be generous stewards, giving more than £100 million each year to over 4,500 churches, 2,500 Christian workers and 6,000 charities.

Our methods have changed, but our mission remains the same.

# Job detail

## Overview

**Title:** Giving Steward

**Reports to:** Senior Giving Steward / Giving Performance Manager

Following the relaunch of our website and the refresh of our brand, we're looking for talented, adaptable and enthusiastic people to join our team to help deliver the highest levels of service to those who choose to give with us.

Working alongside other Giving Stewards, you'll be the voice of Stewardship on the phones and by email, attending to our givers needs and helping them to give generously to the causes they care about.

You'll provide an end-to-end service, resolving issues for those wanting to manage giving themselves from our online accounts, right through to setting up Direct Debits and configuring giving portfolios for those who want a little more assistance.

Your care, ownership of issues until resolution, and attention to detail will help us make every gift count.

## Main responsibilities

To include, but not limited to:

- Customer service
  - Delivering a high-quality customer service to our giving account holders to help them give easily and generously, by phone, email and other channels.
- Online support
  - With more of our users managing their giving and fundraising online, to provide guidance and support to those using [stewardship.org.uk](http://stewardship.org.uk), and reporting and resolving issues quickly and efficiently.
- Gift administration
  - The timely and accurate handling of requests from clients and processing of their giving by Direct Debit, card or cheque.
- Pro-active communication with givers.
  - This will include phoning new givers to gauge their understanding and satisfaction with their new account and promoting the use of their account online, as well as other ad-hoc campaigns and interventions.
- Other duties as directed by the Head of Giving or Giving Performance Manager.

## It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- You will have a passion and commitment to deliver excellent levels of customer service in a timely and professional manner.
- You must have excellent verbal communication skills and be able to communicate clearly and effectively in written correspondence. You'll also have a talent for explaining things in a calm, reassuring, straightforward manner.
- You will need to be able to develop a rapport quickly with customers, adopting a friendly and confident approach with a wide range of customer types.
- You will be a practicing Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.
- You will be also be able to demonstrate enthusiasm for the Christian purposes of Stewardship, particularly to encourage generous giving, and a readiness to support and contribute to our goals to grow the total given each year.
- You'll enjoy getting stuck into a wide variety of administrative tasks alongside providing an excellent customer service, and process with speed, accuracy and with attention to detail.

- You must enjoy working as part of a team and also recognise individual responsibility to contribute to the performance and success of the team overall. There should also be an understanding of the needs of others and a willingness to help and adopt a flexible approach to working patterns.
- You must be able to deliver high levels of accuracy, demonstrate attention to detail and care in performance of work.
- It is important to have good numeracy skills and be at ease working with numbers. Confidence using and explaining basic calculations is desirable.
- You should be able to work independently, prioritising tasks. You must also be capable enough to adapt to rapidly changing situations and workloads, be well organised and able to multi-task.
- You need to be a proactive and enthusiastic team member, comfortable working under pressure and to challenging deadlines, when needed.

# Desired skills and experience

	Essential	Desirable
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
Have at least 5 GCSEs at grade C or above (or equivalent) including English and Maths.	✓	
You have good IT skills, including the ability to use Microsoft Word and Outlook to an intermediate level and be confident in using the internet. Preferably, you'll have experience in using other Microsoft Office programs, such as Excel, to an intermediate level.	✓	
You have worked in a customer service role and understand the importance of delivering excellent service	✓	
You have worked in a role providing customer support by phone and/or email		✓
You have experience working in an administrative capacity and following strict processes and procedures.		✓
You will have some experience communicating and explaining procedures and/or calculations to customers.		✓
You have a general understanding of the UK charity sector and the variety of ways gifts can be made in the UK (e.g. Gift Aid, Legacy giving).		✓
You have had some recent experience of working for a mission agency or a Christian charity.		✓



# Working for us

## **Q. What are the usual working hours?**

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

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## **Q. How much Annual Leave do you offer?**

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

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## **Q. What are the pension arrangements?**

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

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## **Q. Is it possible to work from home?**

A. Yes, we are happy to offer flexibility for this role but would expect you to be able to work from our London office at least 1 day each week.

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## **Q. What staff benefits do you offer?**

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
  - Contribution to your charitable giving account
  - Long service awards
  - Participation in the Cycle to Work Scheme
  - Death in Service benefit
  - Option to join a Health Cash Plan
  - Interest-free season ticket loan
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# How to apply



## Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values, and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- Undergoing course of teaching or training in personal financial stewardship and giving/generosity or experiencing the benefits from personal discipleship in this area.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/jobs](http://www.stewardship.org.uk/jobs)

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.



## Contact us

For any questions or to arrange an informal conversation about this role, please contact Kofo Abidemi, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)

### Stewardship

1 Lamb's Passage, London EC1Y 8AB

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