

Relationship Manager (Philanthropy)

Role Description and Recruitment Pack



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Role overview

Title:	Relationship Manager (Philanthropy)
Hours:	Full time, 35 hours per week, although we can be flexible for the right candidate.
Contract:	Permanent
Location:	1 Lamb's Passage, London, EC1Y 8AB There is some flexibility to work remotely, although you must be able to work in the office at least two days per month, or as the organisation requires.
Reports to:	Head of Philanthropy
Salary:	£38,000 - £41,000 p.a. depending on skills and experience
Closing Date:	Monday 9 th September 2024 at 9.00 a.m. Interviews 13 th September 2024

The impact of this role

This is an exciting time to join Stewardship.

With increasing capabilities and a transformative strategy in place, the Philanthropy Fund team is looking for a Relationship Manager to join them.

This is a varied role which would suit someone with grant-making and Relationship Management experience, and a passion for encouraging generosity. Working within a supportive team, your role will include building relationships with new and existing clients, facilitating the creation of complex giving strategies and spotting new areas of opportunity for impact. You will enjoy working in a team and have experience in being able to communicate excellently with a variety of stakeholders and decision makers.

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
expressed with
Joy



Relationship
strengthened with
Understanding



Integrity
demonstrated with
Justice



Service
delivered with
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 30,000 Christians experience the joy of being 'actively generous', supporting over 4,000 churches, 2,300 Christian workers and 6,000 charities.

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

Job detail

Main responsibilities

Relationship Management:

Providing a personal, holistic, excellent service to prospective and existing Philanthropy Fund clients.

This includes:

- Taking ownership of client relationships, ensuring their healthy development and using our knowledge of the client to determine where additional, more bespoke support services are required. Our contact with the client should result in an accurate picture of the client and their values/ giving aspirations to build their profile, which will assist in tailoring the support that we offer.
- Overseeing and chairing Donor Advisory Boards, ensuring continuity of service, excellent relationship management, and surfacing of strategic opportunities for increased impact.
- Providing timely and professional responses to client and potential client queries, and equally as timely referrals where further technical expertise is required.
- Accurately tracking the progress of these enquiries, to positively close as many opportunities as possible.
- Being able to manage in-team relationships to make sure the client is receiving the best, bespoke service Stewardship can offer.
- Being pro-active in engaging the client with the mission of Stewardship at a core level, where appropriate. This will entail being able to clearly communicate our organisational mandate, and identify how they can meaningfully partner with us or signposting them to other partners.
- Developing and nurturing relationships with networks in the philanthropic community and wider partners in pursuit of new business, in collaboration with the Opportunities Team.
- Working closely with and assisting the Head of Philanthropy Fund to achieve our agreed income and donation targets.

Donor Advisory Board (DAB) Service Development:

Accountability for DAB service growth and development.

This includes:

- Delivering realistic targets for new business for the DAB and holding responsibility for the development and achievement of KPIs for the DAB service.
- Working with the communications and marketing teams to drive the marketing of the product line and innovation in researching and reaching the available markets. You will create the communication strategy for the service.
- Working closely with the Senior Grants Facilitator and Senior Account Manager to develop the frameworks to ensure client success.

It's all about you...

We are believers in investing in talent and potential; however, for the best chance of success, some experience is required for this role and there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- 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 should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.
- You will have experience in grant-making. This may have been philanthropic or may have been organisational.
- We work with (U)HNW individuals and families, you will have notable experience in working with this group.
- This role has a specific focus on creating a safe space for (U)HNW individuals and families to explore their giving structures and intentions. It is vital that you are empathetic, sensitive and able to lead in an authentic and vulnerable way.
- You will have excellent listening skills and be able to hear even what is not said.
- You will have sales experience and be motivated by challenging targets.
- You may be a prolific project manager and enjoy a variety of tasks throughout the day.
- You may have established networks within the Christian Philanthropic community in the UK.
- You are passionate about collaboration and have professional experience in facilitating challenging and stimulating conversations, often with high stakes.
- You must have excellent verbal and written communication skills and be able to communicate clearly, effectively and appropriately, depending on your audience.
- You will be self-sufficient and a team player.

Desired skills and experience

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).	✓	
You must have excellent communication skills, both oral and written, and be able to communicate clearly and effectively in written correspondence. You'll have a talent for explaining things in a calm, reassuring, straightforward manner, with the ability to connect and collaborate with people of all ages, experience, and background.	✓	
You must be able to demonstrate the need for confidentiality and discretion.	✓	
You must enjoy working as part of a team and recognise individual responsibility to contribute to the performance and success of the team. There should also be an understanding of the needs of others with a willingness to help.	✓	
You should have good IT skills, including the ability to use Microsoft Outlook, Word and Excel to an intermediate level.	✓	
You must have had experience working in a customer/ client-facing role, within philanthropy or grant- making and be able to demonstrate professionalism and excellence in each interaction.	✓	
You must have a good basic grasp of numbers.	✓	

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.

Q. How much Annual Leave do you offer?

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

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.

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 in our London office for a minimum of 2 days each month, or as required by the organisation.

Q. What staff benefits do you offer?

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

- Subsidised exercise membership
 - Hybrid and flexible working options
 - Contribution to your charitable giving account
 - Generous leave allowances
 - Long service awards
 - Participation in the Cycle to Work Scheme
 - Death in Service benefit (4x annual salary)
 - 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.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



Contact us

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

Telephone: 020 8502 5600 extension 307

Email: careers@stewardship.org.uk



How to apply for this position

You can apply online for this role at www.stewardship.org.uk/about-us/careers

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.