



APPLICATION INFORMATION PACK

JOB TITLE:	Stewardship Manager
DEPARTMENT:	Fundraising
HOURS:	Full time - 37.5 hours per week
LENGTH OF CONTRACT:	Permanent
LOCATION:	London Hybrid - two days in the Office (to include a Wednesday) Farringdon moving to Aldgate mid-January 2025
REPORTS TO (JOB TITLE):	Head of Philanthropy
SALARY:	Salary: £51,577.05 Internal salary grade: 16.1
BENEFITS:	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>

OVERVIEW OF DEPARTMENT

MÉDECINS SANS FRONTIÈRES/ DOCTORS WITHOUT BORDERS (MSF)

Médecins Sans Frontières/ Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 40,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues, and recruiting field staff. MSF UK personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

FUNDRAISING DEPARTMENT

The Fundraising Department raises money for MSF field operations globally, and to cover MSF's administration costs in the UK. The Fundraising Department contains of the Philanthropy team, which includes the Community, Events & Tributes team, Individual Giving team, and Fundraising Operations team. In 2023 the fundraising team raised £79.5million.

Our goal is to build loyalty from our donors by bringing them closer to the people that MSF assists, and the medical action that their donations make possible. MSF UK prides itself on the accessibility of the Fundraising Department to our supporters and the provision of excellent supporter care at all levels; this is central to the philosophy of our fundraising.

JOB PURPOSE

Reporting to the Head of Philanthropy, the Stewardship Manager will deliver a defined stewardship programme aimed at engaging with major donors through a range of mechanisms to ensure that both new and existing donors are appropriately acknowledged, recognised, and informed about the impact of their giving – providing the highest quality of relationship with MSF UK. This central role has an overview of our portfolio of major donors, in order to successfully deliver these activities.

The Stewardship Manager will manage the Philanthropy Administrator role and is responsible for overseeing key administration functions that keep the operation of the team running smoothly. This includes the banking administration and thanking process.

The Stewardship Manager will work closely with the Philanthropy Managers and Officers, who lead on direct fundraising across Corporates, Trusts and Individual Major Donors and have overall responsibility for securing philanthropic income.

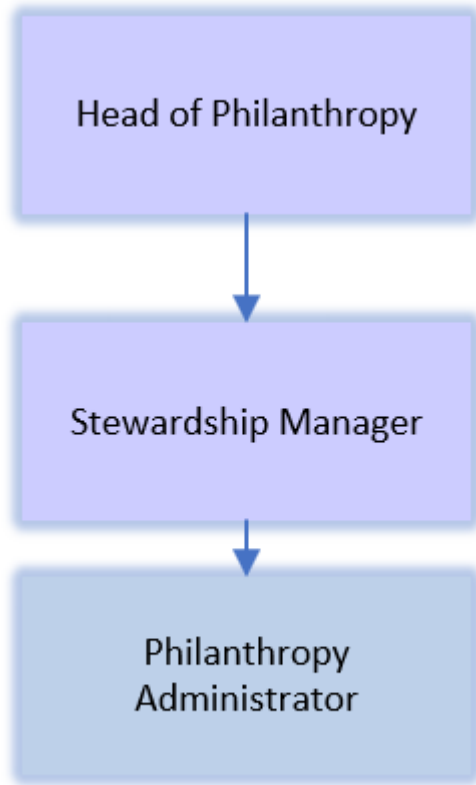
They also coordinate with teams across MSF UK and the wider international movement on content for communications which they will tailor for a major donor audience.

DIMENSIONS

The Stewardship Manager will be responsible for preparing and monitoring the overall expenditure budget for philanthropy stewardship events, including planning and monitoring the costs of individual events whilst ensuring value for money. They will also be responsible for preparing and monitoring the philanthropy team's print and communications budget.

They are responsible for establishing and managing a number of third-party supplier relationships.

ORGANISATIONAL STRUCTURE



CONTEXT

PHILANTHROPY TEAM

MSF has a global ambition to increase income by 2030. Our global strategic framework focuses on building long-term fundraising programmes and the philanthropy team at MSF UK will play a part in this through the development, management and implementation of strategies to identify, cultivate, solicit, ask and steward major donors.

The Philanthropy Team comprises 11 FTE roles and the team are forecast to raise over £19million this year – an increase from the £16.6million raised two years ago (2022) - from more than 400 major donors.

Within the Philanthropy Team there are sub teams, each lead by Managers with the Head of Philanthropy having oversight. These teams are:

- Trusts and Major Gifts (Individuals) – 5.5 FTE team members
- Corporate Partnerships – 2.5 FTE team members
- Stewardship and Philanthropy Admin 2 FTE

The Stewardship Manager will work closely with the Managers and Officers within the Philanthropy Team, as well as key colleagues within the Fundraising Operations and Public Engagement teams.

ACCOUNTABILITIES

- **Management and Admin:** Direct line management of the Philanthropy Administrator role – ensuring that all donations are thanked

KEY PERFORMANCE INDICATORS

All philanthropy donations thanked and recorded within the Service Level Agreements agreed by the team. Monthly financial reconciliation completed on time.

and recorded in a timely way. Oversee monthly reconciliation.

- **Donor Stewardship:** Develop and deliver MSF's recognition programme for major donors ensuring that donors feel valued, working alongside the Head of Philanthropy who will maintain oversight and sign-off. Develop a range of timely communication with major donors throughout the year to guarantee donor-specific needs and expectations are met. Provide a high level of care through regular communication and interaction – including the monthly update report, invitations to events and managing regular touch points throughout the year.
- **Donor Communications:** Create compelling monthly update mailings for philanthropy donors for review and sign-off by Head of Philanthropy, which all relationship managers will send to their donors. Ensuring the Philanthropy team have ready access to appropriate content, including centralising proposals, reports, country updates and relevant debriefs with field staff (this includes alerting the team to interesting content to share with donors). Identify content priorities for the team and coordinate the development of proposals and reports to avoid duplication.
- **Donor Events:** Create and deliver an annual programme of events that cover a wide range of events suited to the various needs of our philanthropy audiences, whilst striving to innovate and implement new events to bring our donors closer to our work. Manage external relationships with venues, suppliers, caterers, printers etc, as well as internal relationships with the Public Engagement team and international colleagues.
- **Thanking strategy:** Develop the philanthropy thanking strategy, ensuring that there are clear guidelines for relationship managers for how transformational gifts are thanked and recognised.
- **Engagement Strategy:** Work with the Philanthropy Managers to develop an engagement strategy for new donors that we have actively prospected and keep a track of the conversion rate to ensure excellence in this area.

Stewardship strategy developed that includes recognition as well as touch points throughout the year. Increases in donations monitored and recorded.

Monthly communications written for Relationship Managers to send to donors. Folder of content, including up to date proposals and reports maintained for Philanthropy team to use for communications with donors. Programme/country priorities highlighted, and crisis information kept up to date.

Programme of annual events developed, organised, delivered and managed.

Thanking strategy developed, which overlays with the Mid Value thanking strategy and Relationship Managers kept informed and updated on procedures.

An engagement strategy developed for all new prospects ensuring they get to know MSF and value our work.

<ul style="list-style-type: none"> • Donor Journey: Develop Donor Journeys for donors who enter at different entry points i.e. emergency donors, lapsed donors etc Use CRM to track what stage prospects are in their journey, keep Philanthropy Managers updates and provide suggestions about what actions could be taken to progress the relationship forward based on the journey plans. Liaise with the communications and HR teams to generate content which can be tailored by relationships managers to the needs of their donors (including bespoke reporting, which can include videos) • CRM: Ensure that all stewardship information related to contacts, action points and details from gifts are updated in the CRM. Proactively enhance data in the CRM, rolling out new protocols across the team and running standard stewardship related reports from the CRM for planning, reporting and management purpose. • Ensure that all fundraising activity is compliant with regulations and legislation. Working especially in accordance with Data Protection Act regulation and the MSF's GDPR and privacy policies. 	<p>Donor Journey's developed for existing donors, lapsed donors, emergency donors and new donors – recognising that one strategy doesn't not fit all donors.</p> <p>All Philanthropy records on CRM are kept up to date. Reports developed and maintained for income, KPI and moves management reporting. Monthly updates to Head of Philanthropy and /or sub-team managers.</p>
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CHALLENGE & CREATIVITY / DECISION-MAKING

The Stewardship Manager will manage the Philanthropy Administrator role. This is an FTE role but is split across two individuals.

MSF currently run a wide range of stewardship events that cater for donors at all levels of the philanthropy pipeline, this role is required to develop and deliver a range of suitable events and manage a range of relationships, including venues, caterers, supplies, contractors to etc to ensure best price and excellent delivery of MSF events.

There is a wide scope to this role and one of the challenges will be managing multiple responsibilities and deadlines at very busy times.

KNOWLEDGE, SKILLS & EXPERIENCE

Knowledge

- A firm grasp of the role of stewardship with demonstrable ability to initiate and manage stewardship activities

Skills

- Strong analytical and administrative skills

- Proven ability to build and maintain positive relationships
- Excellent time management skills with the ability to prioritise a workload and to work independently with minimum supervision to meet deadlines
- Good numerical skills, including the ability to interpret and present data to a varied audience and in a variety of formats
- Excellent events organisation skills
- Excellent written and verbal communication skills
- Organised and flexible, able to prioritise
- Highly motivated, able to work independently
- Proactive and positive approach
- Willingness to support colleagues

Experience

- Demonstrable experience in a broadly similar role or environment
- Experience of organising bespoke events
- Experience of using databases to manipulate information, with preferable experience in Dynamics
- Experience of writing engagingly and accurately for a variety of audiences
- Experience in a philanthropic fundraising environment / team
- Knowledge of charitable giving in the UK and overseas
- Experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, Microsoft.
- Willingness to work occasional evenings and weekends and to travel nationally and internationally if required

COMPETENCIES

Respect:

- Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- Acts by example, modelling the behaviour expected from team members.
- Seeks out and offers each team member an equal opportunity and tools to succeed.
- Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- Admits mistakes, misjudgements or errors and immediately informs others when unable to meet a commitment, and seeks support to do this if needed.
- Strives for efficiency in every aspect of their work.
- Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes, and works with team members to ensure these are reached.

Empowerment:

- Instils acceptance and optimism in the team.
- Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration:

- Collaboration is at the centre of all we do

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.