

# Stewardship America Relationship Manager

Role Description and Recruitment Pack



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# Role overview

<b>Title:</b>	Stewardship America Relationship Manager
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	Permanent
<b>Location:</b>	Remote working with occasional travel to 1 Lamb's Passage, London, EC1Y 8AB
<b>Salary:</b>	£40,000 p.a. with a discretionary commissions-based end-of-year bonus
<b>Closing Date:</b>	18 <sup>th</sup> June 2021, 9am

## 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.

This role will have a pivotal part to play in the achieving our ambitious targets for releasing resource into the Kingdom. As a relatively new service Stewardship America is in need of someone to help mould and shape the offering and this will have a direct impact on our donors and the recipients we're able to serve.

## The impact you will have in this role

We are in the business of helping our clients to discover, or rediscover, the joy of giving.

As a Relationship Manager you will be directly engaging with donors to release them from the burdens associated with giving needs that are more complex. You will be instrumental in helping to connect individuals and families with resources to help them to maximise the impact of their generosity. Additionally, because this is a relatively new service your input and expertise will help to develop the direction of the service ultimately meaning we will see more resource released into Kingdom works around the world.

# 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 6,000 churches, 2,500 Christian workers and 4,500 charities.

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

# Job detail

## Overview

**Title:** Stewardship America Relationship Manager

**Reports to:** Head of Growth and Relationships, Philanthropy Services

Stewardship America is a new and growing service as part of Stewardship's award winning Philanthropy Services Team, focusing on clients with dual tax liabilities. We are looking for someone to lead the efforts in attracting new donors and in serving our existing clients with innovation and excellence. Ideally you will be well networked into the American community in the UK. If you have sales, or wealth management experience and are motivated by challenging targets this could be the perfect fit for you. We are looking for someone who is driven by new opportunities and is an excellent communicator. As a Christian you will be comfortable discussing giving in the context of faith and willing to create content to support our clients in their philanthropic pursuit.

This role is for a Relationship Manager for Stewardship America to work as part of our growing Philanthropy Services team to promote and increase take-up of our Stewardship America service both for existing and prospective High-net-worth and Ultra-High-Net-Worth donors.

You will be required to meet targets annually on donation levels and new business. You will also be required to monitor, review and ensure good stewardship of funds and effective delivery of promised outcomes.

# Main responsibilities

## Accountability for Service Growth

This includes:

- Delivering realistic targets for new business for Stewardship America and hold the responsibility for the development and achievement of Key Performance Indicators for Stewardship America.
- Taking responsibility for the marketing of the product line and innovation in researching and reaching the available markets. You will create the communication strategy for the service.
- Develop and nurture relationships with networks in the ex-pat community and wider partners.
- Representing the interests of Stewardship America in wider projects run by Stewardship.
- Working closely with and assisting the Head of Growth and Relationships to achieve our agreed income & donation targets.
- Reporting progress to the Chief Philanthropy Officer and Stewardship America Trustees, as required.

## Relationship Management:

Providing a personal, holistic, excellent service to prospective and existing Stewardship America clients. This includes:

- 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.
- 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.
- Be 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.

# Desired skills and experience

Skills and experience	Essential	Desirable
Meet our Occupational Requirement to be a practising Christian and active member of a local church	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements)	✓	
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 must have sales experience and be motivated by challenging targets. You will have experience in developing a sales pipeline.	✓	
You must have excellent verbal and written communication skills and be able to communicate clearly, effectively and appropriately, depending on your audience.	✓	
You must be comfortable discussing Christian giving with individuals	✓	
You must have affinity with the USA, with a knowledge of the challenges faced for dual tax payers and an understanding of the complexities and sensitivities around culture and language UK/USA.	✓	
You must have excellent verbal and written communication skills and be able to communicate clearly, effectively and appropriately, depending on your audience	✓	
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 should have experience of, and a heart for, working with (U)HNW individuals and ideally you will have professional wealth management experience		✓
You may have experience in copy writing/paid advertising		✓
You may have worked in communications in a wealth management setting		✓
Ideally you will have experience in working with Salesforce		✓
You will be both self-sufficient and a team player		✓

# Working for us

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**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. Flexibility will depend on the role.

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

A. All employees receive 27 days Annual Leave, and 8 days bank holiday leave. This is pro-rated for part-time staff.

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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. This is dependant on the role and the team that you are working with. Some teams are primarily based in the office, whereas other roles offer more flexibility with some home working.

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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 gym 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 and clients, where appropriate.



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/about-us/careers](http://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.



## 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

020 8502 5600

[enquiries@stewardship.org.uk](mailto:enquiries@stewardship.org.uk)

[stewardship.org.uk](http://stewardship.org.uk)

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