

JOB DESCRIPTION
Donor Relationships Manager (full-time)

- PLACE OF WORK:** Serving in Mission, presently at Wetheringsett Manor, Wetheringsett, Stowmarket, Suffolk, IP14 5QX
- HOURS OF WORK:** Contracted hours: 37.5 hours a week. Regular hours will be agreed with line manager. Flexibility of working hours will be necessary, as evening and weekend work will occasionally be required. Time off in lieu will be given.
- HOLIDAY:** 37 working days allowed annually including statutory Bank Holidays, Christmas Eve, and the 3 days between Christmas and New Year
- SALARY SCALE:** Salary scale: £20,000 - £22,500 gross pay based on experience
- PENSION:** Serving in Mission will include the employee in the charity's Defined Contribution Pension scheme and will contribute 5% of salary. The charity will also match the employee's personal pension contributions into the scheme up to 2.5%. (If the employee contributes 2.5%, then Serving in Mission will contribute a total of 7.5%). This is in line with Auto-enrolment pension legislation.
- RESPONSIBLE TO:** Head of Stewardship

ETHOS

Serving In Mission is a community of God's people committed to Biblical truth and passionate about sharing the gospel. The post holder is required:

- Have a personal knowledge of and trust in Jesus Christ as Lord
- Model Christian discipleship in public and private life
- Sign their full agreement with the SIM Commitment Statement
- Have a belief in the power of Christian prayer for God to provide and guide in the needs of the mission
- To represent the work of Serving In Mission with supporters, churches, members of staff and missionaries

RELATIONSHIP TO THE SIM VISION

The Serving In Mission vision statement was updated in 2015 to read:

"We work hand-in-hand with evangelical churches, to send and receive gospel workers equipped for cross-cultural mission, wherever people live and die without hearing God's good news."

- You would communicate the purpose and vision of Serving in Mission
- You would keep supporters informed about the work of SIM
- You would envision supporters to pray for, give to and go in the service of Christ's mission
- You would ensure that fund-raising activities are both effective to serve the accomplishment of our mission and are consistent with our agreed strategies and goals

Background

The Stewardship Team works to engage with and solicit income from individuals, churches, major donors, and charitable trusts. This role will be responsible for raising funds to fulfil the vision of Serving In Mission. This is an excellent opportunity for someone looking to work in fundraising, build relationships with individuals through appeals, phone calls, events, and meeting donors face to face. The role holder will look to inspire supporters to donate to the charity, whilst building long-term relationships.

MAIN RESPONSIBILITIES

- To maintain and develop relationships with supporters
- To thank donors
- To work closely with the Stewardship team to ensure that opportunities for giving made as easy as possible for donors.
- To resource and mentor missionaries as they raise support
- To personally seek partners in prayer and giving to the work of Serving In Mission

DUTIES AND RESPONSIBILITIES

To maintain and develop relationships with supporters

- To understand the history of a donor's relationship with SIM UK, and to respond with useful information about the work they are supporting
- To work with the Head of Stewardship to create personalised plans for the higher givers to inform and inspire about Serving In Mission resulting in greater prayer and generosity
- To invite supporters to relevant events
- To attend events from time to time
- To work with mobilisers and the communications department to disseminate information, including costs, stories, statistics which may result in donations and prayer
- To send surveys to supporters, record the responses and follow up as appropriate
- To manage records to ensure all information is held centrally and within the Data Protection Act

To thank donors

- Write letters, emails and make phone calls to donors within 6 working days of donations being received

- Ensure that all thank you letters, and any other correspondence are logged on the donor database

To work closely with the Stewardship team

- To ensure that relationships with all donors are strengthened
- To contribute positively to planning and strategy meetings
- To ensure that opportunities for giving made as easy as possible for donors
- To use the ThankQ database consistently with other team members (Training on the database will be provided)

To resource and mentor missionaries as they raise support

- To send support raising packs to missionaries when they are accepted as appointees
- To lead a session on support raising during Orientation courses
- To mentor missionaries in support raising as necessary

To personally seek partners in prayer and giving to the work of Serving In Mission

Person Specification

Essential

Ethos

- Fully committed to SIM's mission, 'Statement of Faith' and Christian ethos, and therefore evangelical in conviction and active in local church membership
- An ability and desire to apply the Bible to ministry challenges

Personal qualities

- Excellent interpersonal skills
- Ability to ask individuals to prayerfully consider giving (in person, phone, email or by letter)
- Able to relate personally over the phone
- Excellent writing skills
- Enjoys attention to detail
- Strong computer skills and good working knowledge of Outlook, Word, Excel & Databases
- Proven administrative ability
- Practised listening skills
- Positive and flexible attitude

Desirable Experience and Qualifications

- Ministry experience overseas
- Experience of fundraising
- A qualification in fundraising

