



Job title	Partnership Development Manager - Stewardship
Department	Philanthropy and Partnerships
Location	London
Reports to	Head of Insight and Partnership Development
Salary	MCJES - Band E - £35,086 p/a + London Weighting of £3,500 Band E

Job Purpose/Summary

We are seeking a Partnership Development Manager - Stewardship to shape how we recognise and thank our high value supporters, establishing a growing function that plays a critical role in driving transformative, impactful fundraising.

You will work with and across the Philanthropy & Partnerships (P&P) income teams to help build stronger partnerships with the P&P high value community, and with colleagues at all levels across Marie Curie. Working within the Insight and Partnership Development team, you will enable Marie Curie to deliver outstanding supporter experience and boost income from philanthropists, corporates and trusts through an exciting, engaging and consistent stewardship programme. You will work closely with senior leadership and high value fundraisers in London and nationally to develop a comprehensive, group-wide stewardship strategy that deepens our relationships with our supporters and encourages long term partnerships.

It's a crucial new role, managing a function that will have meaningful impact on our fundraising, enhancing our partnerships with philanthropists, companies, trusts and foundations by demonstrating and recognising their impact through reporting, communications and bespoke stewardship, resulting in stronger partnerships and increased funding to enable the delivery of an ambitious income growth strategy. You will partner with fundraisers to provide engaging communications, meaningful benefits and unique experiences to our supporters. You will collaborate with colleagues from across the group to find new, relevant ways to engage with our supporters. You will also play a pivotal role in creating an exciting stewardship offer that attracts and inspires supporters for our new strategic direction as a charity

You will have proven success in managing high-value supporter relationships and experience of working in fundraising teams, with an understanding of how to develop high-value relationships. You will have excellent communication skills, experience of developing strategies and the ability to deliver to tight deadlines through effective prioritisation.

Marie Curie are here for people living with any terminal illness, and their families. Marie Curie offers expert care, guidance and support to help them get the most from the time they have left.

Marie Curie exists to provide a better life to people living with terminal illness, and their families. We do this by providing hands-on-care either at home or in one of our nine hospices. We also offer advice and services to support people to live well, for as long as possible, before they reach the end of their lives. As the leading voice on end of life care in the UK, we also campaign to improve conditions for people living with a terminal illness. We are also the largest charitable funder of research into palliative and end of life care in the UK.

We are seeking a Prospect Research Manager to work with and across the Philanthropy & Partnerships (P&P) income teams to help build stronger partnerships with the P&P high value audience. This will provide a greater understanding of, and response to, our audiences' motivations and expectations, resulting in stronger partnerships and increased funding to enable the delivery of an ambitious income growth strategy.

P&P is responsible for raising £11m from our most generous high value supporters, including individuals, charitable trusts, companies and statutory sources. P&P also has a longstanding and highly successful annual special event programme, reaching individuals and companies across the high value audience.

Key relationships

The role will be a key member of the P&P team, working across the charity to enable the income teams to deepen existing and attract new support.

The Department

The recently-formed Philanthropy and Partnerships department exists to raise money in support of Marie Curie's work throughout the UK by building powerful partnerships with high net worth individuals, companies and grant-makers, with teams in London, the North West and Scotland and Northern Ireland.

We work with high net worth individuals, corporate partners, senior volunteers, charitable trusts and foundations and with statutory and lottery organisations. Our special events team delivers a portfolio of highly successful events, such as gala dinners and art auctions.

Duties and Responsibilities

Strategy

- Design and implement a high value stewardship strategy for P&P, ensuring it is agile and focussed on impact.
- Conceive, develop, and lead projects to streamline and improve internal systems and processes to ensure the most effective working methods.
- Shape a more agile function that empowers the department to work collaboratively with insight, encouraging a culture where each member of the team understands and carry out basic stewardship, enabling them to collaborate with the IPD team on the projects that will meaningfully enhance our work.
- Develop and implement a stewardship framework that structures donors by giving level to ensure all donors are recognised and thanked appropriately and in a timely manner.
- Design a suite of bespoke stewardship tools and implement a calendar of stewardship communications, including the potential for events, that provide a profound and enjoyable supporter experience.
- Implement a refreshed approach to thanking and income processing across the department, providing a centralised overview of departmental systems and processes in these areas.

Stewardship Management

- Continuously develop and implement our prospect finding and development strategy
- Collaborate with fundraising colleagues to track, analyse, and report on stewardship activities, determine reporting needs, and create strategies for stewarding our supporters most effectively.

- Deliver a project to bring our supporters' stewardship journeys onto CARE, our CRM database, ensuring we have a clear, evidence-based view of stewardship activity across P&P.
- Use the database confidently and accurately to record supporters' information and consents in line with GDPR legislation.

Relationships

- Develop a thorough understanding of the organisation and its stakeholders. Build strong internal relationships with colleagues at all levels.
- Display a credible and professional approach with key volunteers and supporters, and a sound knowledge of stewardship practices.
- Conduct gift pyramid and prospect pipeline analyses to assess current and future prospects needed to achieve fundraising goals
- Conceive, develop, and lead projects to streamline and improve internal systems and processes to ensure the most effective working methods
- Develop a good understanding of the organisation and its stakeholders. Build strong internal relationships with colleagues on all levels
- Support the engagement of a broader audience of senior leadership and volunteers in stewarding donors and partners.
- Network with other sector professionals to develop specialised knowledge and share ideas. This will include representing the team at internal and external meetings.
- Proactively participate in team meetings, training and conferences as agreed with the Head of Insight and Partnership Development, maintaining an in-depth understanding of the fundraising sector.
- To establish and promote this new team's engagement and stewardship strategy and activities.
- To use creativity in reviewing, developing and taking ownership of delivery of the stewardship strategy and accompanying processes.
- To promote exemplary stewardship and assist high value fundraisers in their responsibilities to provide high quality, consistent levels of stewardship for their donors and help to create a complete donor journey for P&P's supporters.
- All donations to Marie Curie will need to be recognised appropriately, managed according to the donor's wishes and that the donor's experience will mean they will want to give again and encourage others to do the same.
- Work with the Fundraising team to develop and implement stewardship plans that enhance donor giving experience across all income streams and giving levels.

Team

- Evaluate existing and new resources and suppliers to ensure that the most effective tools are available to the team and purchase stewardship resources within the agreed budget (including liaising with suppliers).
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- Induct new members of the fundraising team in CARE best practice, and encourage the wider team to carry out basic research independently
- Meet individual objectives and performance criteria and contribute to the overall strategy of the Insight and Partnership Development Team.
- Proactively participate in team meetings, training and conferences as agreed with the Head of Insight and Partnership Development
- Matrix manage a Partnership Development Executive, which will include responsibility for briefing in work, training and induction, and regular coaching and feedback together with their line manager.

Key Liaisons

- IPD Team, Major Gifts Team, Special Events Team, Corporate Partnerships and Business Development Teams, Statutory and Lottery Team, Scotland and Northern Ireland Team, Heads of Team and the Head of Philanthropy and Partnerships
- Other colleagues inside and outside the department, particularly Business Improvement, Database Services, Fundraising Insight and Strategy, Fundraising Finance, Risk and Compliance, and Mid Value, as well as stewardship specialists across the organisation.
- Senior leadership: Director of Fundraising, Executive Director of Fundraising, Chief Executive's Office.
- You will work closely with your peers in the Insight and Partnership Development Team to ensure your work complements and enhances one another's.

General

- Marie Curie operates a no-smoking policy and the post holder should either be a non-smoker or be prepared not to smoke in any Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to on-going registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health and safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive; it merely outlines the duties and is subject to change in consultation with the post holder .

Person Specification

Job title: Partnership Development Manager - Stewardship

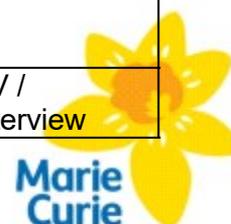
Criteria	Essential	Desirable	How assessed
Experience	<p>Proven experience in providing stewardship to individuals and organisations .</p> <p>Good working knowledge of major gifts fundraising, stewardship communications and recognition, and using data management techniques to support fundraising .</p> <p>Experience of working with fundraising or customer databases, complying with data protection</p>	<p>Experience of working with CARE (donor database)</p> <p>Experience of market research and/or audience insight techniques.</p>	CV / Interview

	<p>regulations .</p> <p>Experience in developing and implementing strategies .</p>		
Skills / Abilities	<p>Very strong communication skills; ability to use language persuasively ; excellent and succinct writing and reporting skills .</p> <p>Innovative and proactive approach with the ability to apply principles of logical thinking to a wide range of intellectual and practical issues while maintaining creativity in problem-solving .</p> <p>Excellent interpersonal and relationship building skills, a proven track record of working collaboratively and influencing at a senior level</p> <p>High level of IT literacy, including familiarity with web search engines, plus an up-to-date knowledge of Microsoft Word, Excel and PowerPoint</p> <p>Excellent organisational skills and the ability to work well under pressure and meet multiple competing deadlines in a complex environment</p> <p>Ability to train others on simple and complex processes</p>	Project management	CV / Interview
Qualifications, training and education	Educated to degree level standard or equivalent		CV / Interview
Personal qualities	<p>Diplomatic</p> <p>Meticulous</p> <p>Naturally inquisitive</p> <p>Persuasive</p> <p>Creative</p> <p>Results orientated with a positive outlook</p>		
Other requirements	Willingness to travel as needed		CV / Interview

We're here to help you and your family living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left.

mariecurie.org.uk

Charity reg no. 207994 (England & Wales), SC038731 (Scotland) A003



Care and support through terminal illness