



Stewardship Manager (Fundraising)



Location: Remote



Salary: £32,000 - £38,000



Reporting to: Head of Supporter Journeys & Innovation



Contract: Full time, Permanent



Hours: Core hours Monday to Friday, 9am to 5pm. Some evening and weekend will be required depending on operational needs of the business.

Background

Social Mind is an innovation agency that designs, builds and drives successful fundraising experiences.

From product innovation, journey design and campaign builds to virtual event management, we support charities in delivering successful campaigns at scale.

Our fundraising platform, Social Sync, aims to revolutionise the sector with integrated social fundraising campaigns and behavioural, omni-channel supporter journeys. We empower charities to; raise more money through integrated Facebook and white label fundraising pages, build stronger relationships with sophisticated, personal journeys, and we unlock the supporter's potential with meaningful insights.

The Role

As the Fundraising Stewardship Manager, your primary mission is to oversee community management daily operations, ensuring the delivery of high-quality social fundraising campaigns that drive substantial income for our charity partners.

In managing the objectives of our Stewardship and Community Management teams, you will play a vital role in achieving monthly campaign targets, optimising fundraising outcomes, and delivering exceptional supporter journeys.

Collaborative in nature, you will build strong relationships and interact closely with Supporter Journey and Marketing Managers working together to deliver successful campaigns.

Join us in this dynamic role where you will contribute significantly to our mission, team goals, and the transformative evolution of supporter journeys.

Key Responsibilities

- Fundraising
 - Leading on the development and implementation of Stewardship strategy.
 - Make recommendations of how stewardship and community management activities can improve campaign performance.
 - Monitor event KPIs and produce reporting.
 - Drive performance through the Stewardship Team that you will manage.
- Safeguarding
 - Ensure safeguarding protocols are managed effectively for both our internal teams and for supporters taking part in campaigns.
 - Ensure that we are representing and protecting our clients brand/business to the agreed standards.
- Resource management
 - Create the rota each week ensuring all shifts and responsibilities are covered appropriately.
 - Oversee day to day operations to ensure we are delivering our services within agreed SLAs.
 - Feed into long term resource planning to ensure we can deliver our services within agreed SLAs.
- Line management

- Responsible for assigning tasks and deadlines to team and their day to day workload.
- Responsible for the quality of work delivered by the team and managing their Objectives and Key Results (OKRs) within our performance framework.
- Responsible for the training and development of the team.
- Responsible for supporting the team and their long term professional development.

What You Will Do

- Oversee fundraising campaigns at scale to deliver amazing experiences that raise significant income for our charity partners.
- Ensure that we deliver stewardship activities to the highest quality, representing and protecting our charity partners brand and reputation.
- Proactively implement stewardship and community management initiatives that improve quality and performance.
- Take responsibility for channel content, proactively testing and implementing new copy depending on live environment, campaign performance and issues arising.
- Manage the day to day activity of the stewardship team overseeing training and staff development.
- Plan team resource ensuring we deliver services within SLAs and to agreed budgets.

Skills and Knowledge

- Experience of delivering excellent customer service in a high volume and varied environment.
- Experience of operational management in a customer care environment including line management or supervisory experience
- Experience of continuously improving systems and processes to drive efficiency and improve ways of working.

- Experience of writing customer service responses and ability to adopt different charity's tone of voice.
- Meticulous attention to detail.
- Experience of using communication software.
- Basic knowledge and understanding of key legislation e.g. Data Protection Law, The Fundraising Code of Practice, and other relevant marketing and fundraising standards across the UK.

Benefits

- 33 days of paid holiday (pro-rata) inclusive of Statutory Bank Holidays.
- Flexible working based on team hours.
- Enhanced maternity & paternity pay.
- Pension contributions.
- Flat structure.