

# Growth and Relationship Manager Opportunities Team

Role Description and Recruitment Pack



# Contents

Contents.....	2
Role overview.....	3
Why this position is important to us.....	3
The impact you will have in this role.....	3
Welcome to Stewardship.....	4
Our vision, mission and values.....	4
Job detail.....	5
Overview.....	5
It's all about you... ..	6
Desired skills and experience.....	7
Working for us.....	8
How to apply.....	9

# Role overview

**Title:** Growth and Relationship Manager

**Hours:** 35 hours per week

**Contract:** Permanent

**Reports to:** Director of Church & Charity Partnerships & Delivery

**Location:** Office location is 1 Lamb's Passage, London, EC1Y 8AB

The role is expected to cover the London area mainly, with meetings and events located around the region. There is some flexibility to work from home occasionally.

**Salary:** £37,500 p.a.

**Closing Date:** 9am Wednesday 22<sup>nd</sup> July 2026  
Interviews 6<sup>th</sup> August 2026

## Why this position is important to us

You will be joining our Opportunities Team at a time of sustained growth for Stewardship. This central function has been designed to be holistically focussed on the growth of giver engagement, Partner engagement and thought leadership. What we offer at Stewardship can often be a positive surprise to new and potential clients and partners. We have a unique role in introducing them to the breadth and depth of the services we can offer them, their families, their churches and the ministries they love. The Opportunities Team seeks to serve whoever we meet, triage their needs, and proactively connect them to the right expert in the Stewardship family.

## The impact you will have in this role

In this role you will get to work as part of our growing Opportunities team to invite people into the community of generous Christian givers in the UK and serve UK Churches with support services and giving needs. You will attend events, grow networks and spot new opportunities to advance our vision, mission and strategy. Where needed you will speak on behalf of Stewardship and deliver content with excellence. You will get to support the growth of Stewardship over the coming years as we identify new clients to join the ecosystem that enables Kingdom ministry to thrive all over the UK and around the world.

## Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

## Our vision, mission and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



To find out more about Stewardship, [please view our short video clip](#)

# Job detail

## Overview

This is an exciting time to join Stewardship.

At its heart, the Growth & Relationship Manager role is about building meaningful, trust-based relationships that enable generosity to flourish. Sitting within the Opportunities Team, this role connects individuals, churches and charity partners with the broad mission of Stewardship, helping them give, invest and participate in ways that reflect their values and vision.

Through a relational and listening-led approach, the post-holder will nurture both new and existing connections, understanding each client's motivations and guiding them towards the most impactful opportunities. Whether supporting donors, engaging churches, or working alongside referral partners, the role is centred on creating a seamless and encouraging experience that reflects care, professionalism and shared purpose. The postholder will need to be based in the Greater London Area as many of the events that will be attended are in this area.

### **Strategic Relationship Development**

- Build and grow relationships with philanthropy, lending, church and charity clients
- Proactively identify, research and secure new clients and partnership opportunities
- Develop and manage a growing community of prospective clients and stakeholders
- Engage existing and not-yet clients with the mission and purpose of Stewardship, identifying meaningful partnership opportunities that result in follow up conversations

### **Income Generation & Pipeline Management**

- Drive new leads across Donor Advised Fund (DAF), Philanthropy Fund (PF), Lending and Professional Services
- Own and deliver against team targets for income and pipeline growth
- Identify and convert opportunities for partnerships and collaborative working with churches and charities
- Track and manage leads from initial engagement through to completion or handover to service team colleagues
- Monitor KPIs and ensure alignment with organisational growth targets

### **Client Experience & Service Delivery**

- Deliver a high-quality, seamless client journey across all service areas
- Manage client onboarding, including initial account setup and transitioning between tiered services (e.g. Assisting Giving Account holders who would be better served by our DAF or Philanthropy Fund services)
- Respond to new queries promptly and professionally, e.g. inbox management and triaging to the right internal team where necessary
- Ensure effective handovers between teams to provide a joined-up, non-siloed experience
- Maintain consistent communication and engagement throughout the client lifecycle

### **Events, Networking & External Engagement**

- Represent Stewardship at networking events in and around London, acting as a speaker and relationship lead
- Support and deliver Stewardship events and other engagement activities to grow our networks and strategic opportunity pipelines.

- Build referral networks through partners and external stakeholders to support Investment, Lending and PF teams
- Deliver training sessions or JOGs (Journey of Generosity Biblical Training) for a variety of different clients in external settings

#### **Cross-Team Collaboration & Stakeholder Management**

- Work closely with internal teams (e.g. marketing, donor journey, technical specialists)
- Collaborate to deliver integrated strategic initiatives to support PF, DAF and Investment teams
- Communicate effectively with stakeholders at all levels, including senior leadership

#### **Operational Excellence & Process Improvement**

- Maintain accurate CRM records, reporting and pipeline data
- Contribute to the development and standardisation of processes and workflows
- Support best practice sharing across the team and wider organisation
- Ensure efficient administrative coordination to support delivery and growth

#### **Governance, Compliance & Risk Management**

- Ensure all activity aligns with Stewardship's policies, procedures and regulatory requirements
- Work with technical specialists to ensure compliant communications and transactions

## It's all about you...

We recognise that to be great at your role there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- 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 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 must have excellent verbal and written communication skills and be able to communicate clearly and effectively across a wide range of stakeholders, whether in person, online or on the phone.
- You'll have a talent for explaining things in a calm, reassuring, straightforward manner. You will have a keen eye for detail.
- You must enjoy working as part of a team and also recognise individual responsibility to contribute to the performance and success of the team. There should be an understanding of the needs of others and a willingness to help and adopt a flexible approach to working patterns.
- You need to be enthusiastic, comfortable working under pressure and committed to meeting challenging targets and deadlines, when needed.
- You must have some experience of sales or fundraising in a target driven environment.
- Just as important are strong organisational skills – you will be responsible for managing multiple relationship pipelines across a variety of audiences and services.
- A self-motivated approach is important, together with the ability to quickly build sound working relationships.

# Desired skills and experience

Skills and experience	Essential	Desirable
You must have excellent communication skills, both oral and written, able to communicate clearly and effectively in written correspondence. You'll have a talent for explaining things in a calm, reassuring, straightforward manner, with the ability to connect and collaborate with people of all ages, experience, and background.	✓	
Experience and confidence in speaking at public events – able to communicate passionately about the vision of an organisation whilst able to explain technical details of what an organisation does	✓	
Strong interpersonal and influencing skills. Proven ability to build and maintain relationships.	✓	
You must have good numeracy skills and be at ease working with numbers and explaining basic calculations. You must also be able to demonstrate attention to detail and care in performance of work.	✓	
You must be able to demonstrate the need for confidentiality and discretion.	✓	
You must have some experience of sales or fundraising in a target driven environment.	✓	
You must enjoy working as part of a team and recognise individual responsibility to contribute to the performance and success of the team. There should also be an understanding of the needs of others with a willingness to help	✓	
You should have good IT skills, including the ability to use Microsoft Outlook, Word and Excel to an intermediate level.	✓	
Have experience in and confidence in reaching out to new prospects	✓	
An understanding how a Donor Advised Fund works		✓
Experience working in client relations or advisory roles	✓	
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	

# Working for us

## 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. Due to the nature of this role you will be expected to attend some evening or weekend engagements, for which TOIL will be given.

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

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

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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. The role is expected to mainly cover the London area (although some travel nationwide may be required) and therefore most likely to be based from our office or out at meetings and events located in London. There is some flexibility to work from home occasionally.

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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
  - Electric Vehicle Scheme
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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 a 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, 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 Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)

### Stewardship

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