

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Head of Stewardship	PAY BAND:
FUNCTION:	Fundraising, Brand & Marketing	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Supporter Performance and Operations Team drive and support our fundraising performance. We partner with colleagues to improve the quality and efficiency of our fundraising activities.	

WHERE YOU WILL FIT

Deputy Director of Fundraising and Marketing	Senior Head of Propositions and Stewardship	Head of Stewardship	Stewardship Manager, Stewardship Events Manager	Stewardship Executive
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Young people need us more than ever and we will be there for them. This position plays a critical role in raising the funds we need to help young people. It will lead our Stewardship Team to ensure that our high-value supporters are receiving sector-leading, consistently high-quality stewardship and recognition for their support.

WHAT WILL YOU DO?

-  Lead the overall planning and delivery of our stewardship programme for philanthropy and corporate supporters ensuring that we deliver consistently high-quality stewardship.
-  Develop, set and actively manage our core tiered giving stewardship framework for our philanthropic and corporate donors and partners.
-  Plan and ensure delivery of a high-quality stewardship events and communications plan to connect with our supporters, and bring them closer to our work and the impact of their giving.
-  Ensure high-quality reporting and recognition is delivered to our donors and partners, including impact reporting, recognising milestones and seeing is believing opportunities.
-  Lead the Stewardship team including managing to clear activity plans and developing line reports through personal development plans and clear objectives.
-  Play an active role as a member of the Supporter Performance and Operations Leadership Team and partner with the Corporate and Philanthropy Leadership Teams.
-  Responsible for actively contributing to an equitable, diverse and inclusive workplace.



King's Trust

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Strong interpersonal and people skills, with an ability to build warm and authentic relationships with a wide range of people at all levels of the organisation.	You will work collaboratively across fundraising teams and the wider organisation to successfully deliver our stewardship strategy.
Exceptional written communication and presentation skills, including excellent attention to detail and an eye for design.	Your role is responsible for leading the Stewardship Team to create sector-leading resources, reports and communications for donors.
The ability to think creatively, proactively contributing innovative ideas and ways to steward high-value supporters.	You will lead on complex and creative stewardship planning and resources.
A strong understanding of high-value fundraising and stewardship trends, with an initiative-taking approach to creating a sector-leading stewardship programme.	You will manage the development and delivery of our stewardship programme and will require excellent knowledge of what encourages donors and partners to support a charity.
A strong understanding of, and empathy for, the challenges young people within The Trust's target groups face, together with a commitment to furthering The Trust's strategic aims around Equality, Diversity, and Inclusion.	You will be responsible for creating impactful resources for external audiences that bring our work to life.
Experience	Why do we need this?
Project Management and Events experience, including a high level of organisation skills with the ability to adapt to changing plans and deadlines.	You will be responsible for our stewardship events strategy and delivery.
Experience in creating stewardship and/or recognition plans and resources for external audiences, ideally within a charity environment.	You will require this experience to effectively guide the stewardship team to create resources that will retain and uplift donors and partners.
People management and leadership experience.	You will line manage colleagues in the stewardship team, including responsibility for their personal development at the Trust.






WE WOULD LOVE IT IF YOU COULD DO THIS

Skills and Knowledge	Why do we need this?
Experience in using a fundraising CRM system such as Raiser's Edge, Microsoft Dynamics or Salesforce.	You will use data and reporting to ensure that our supporters are receiving appropriate levels of stewardship.
Experience	Why do we need this?
An awareness and appreciation of the ethical decision-making associated with fundraising and preserving the reputation of an organisation.	All members of our fundraising team need to ensure that The King's Trust abides by its values and adheres to ethical fundraising processes.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.

 <p>Inspiring We lead by example</p>	 <p>Approachable We are open minded and value diversity</p>	 <p>Empowering We enable positive change</p>	 <p>Non-Judgemental We focus on the potential, not the past</p>	 <p>Passionate We are absolutely committed to supporting young people</p>
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Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at a technical lead or head of level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do.</p> <p>You keep young people and our end goal in mind.</p> <p>You instil trust in others through consistency, professionalism and being accountable for team success.</p> <p>Resilient and determined in the face of challenges.</p> <p>You're authentic, bringing unique talents to work and encouraging others to do the same.</p> <p>Role models integrity and acts according to our Values</p>	<p>You understand the internal & external factors that demand change and innovation from The Trust</p> <p>You lead change processes with skill & positivity and help others see the benefits and opportunities.</p> <p>You take an entrepreneurial approach to improve how we do things.</p> <p>You take steps to further own development, coaching others to do the same.</p> <p>You encourage a culture of constant improvement.</p> <p>You role model a positive & constructive approach to giving and receiving feedback</p>	<p>You're approachable, clear, and inspiring.</p> <p>You effectively communicate information throughout The Trust</p> <p>You challenge the thinking of others and raise issues in a diplomatic, non-judgemental way.</p> <p>You seek to understand multiple perspectives, listening to others' concerns or barriers before responding</p>	<p>You role model effective and mutually supportive teamwork with colleagues</p> <p>You bring the team together in pursuit of shared purpose.</p> <p>You manage relationships with multiple stakeholders, gaining buy-in and balancing their different priorities.</p> <p>You share knowledge and information.</p> <p>You build a broad range of trusting relationships both across The Trust and externally.</p> <p>You have a broad organisation knowledge and awareness of how actions in one team will affect others</p>	<p>You translate The Trust's vision into a vision for your own team, making long-term plans and setting goals accordingly.</p> <p>You make decisions through establishing facts, considering consequences, and making sound judgements.</p> <p>You address obstacles, finding workable solutions.</p> <p>You set quality standards & challenge others to maintain them.</p> <p>You empower the team and place trust in them to take ownership and deliver results.</p> <p>You manage resources to maximise their impact and deliver results</p>

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.