



# Job Description

|                             |                                                         |
|-----------------------------|---------------------------------------------------------|
| <b>Job title</b>            | <b>Key Relationships Manager</b>                        |
| <b>Reporting to</b>         | Head of Philanthropy                                    |
| <b>Staff responsibility</b> | None                                                    |
| <b>Location</b>             | Swindon based (with some flexibility to work from home) |

## What we do

Around the world, we're translating, producing and distributing the Bible, helping people learn to read it and relate it to their everyday life, in addition to equipping pastors, teachers and other Bible communicators to promote its message. In England and Wales, we're resourcing churches and individual believers to increase their confidence in the Bible and working to change the perception of the Bible in wider culture. We believe the Bible is God's gift to the world, and we want everyone to discover its message for them.

## Summary of role

You'll manage our ongoing relationships with mid-level donors to improve income, retention and re-engagement, including the development of bespoke engagement resources and providing opportunities for uplift.

In addition, through the management of a small portfolio of relationships with current and prospective major donors, you'll deliver significant levels of income against a target figure, helping donors accomplish their philanthropic ministry through their giving to Bible Society.

You will be required to optimise funding from existing and prospective major and mid-level supporters in line with Bible Society's mission priorities.

## Main responsibilities

- Lead on stewardship of our growing caseload of mid-level donors, acting as a first point of contact to assist with queries, and report on impact. This will include the development of new resources and activities to increase engagement with this group
- Raise income from a small caseload of major donors by initiating and developing rewarding long-term relationships with existing and prospective major donor supporters of Bible Society
- Grow income from the mid-level caseload through proactive engagement and fundraising, including identification of prospects and escalation to major donor status as appropriate
- Work with the Legacy and Operations Manager to monitor financial performance and donor engagement plans on a monthly basis and make adjustments/improvements where needed and agreed
- Fulfil yearly income and strategic goals as set out in the Philanthropy Strategic Plan
- Fully utilise Bible Society's contact database (Salesforce) daily and ensure that all relevant information on people and activity is captured in compliance with data protection legislation
- Represent the full breadth of Bible Society's work and mission both at home and overseas

- Gain a good understanding of where funds are needed both at home and overseas, while working with others to co-ordinate the timely provision of supporting information/documentation, according to Bible Society brand guidelines
- Provide the highest standards of stewardship and relationship management through regular face-to-face, telephone and written communications, including events, reports and visits
- Collaborate fully with other Bible Society staff who are involved in key relationships to enable effective cross-departmental working
- Work efficiently with fundraising colleagues to deliver a joined-up programme of successful relationships and income generation

#### **General**

- Adhere to our policies and standards in all areas of your work
- Carry out ad hoc duties that may be required to ensure we maintain our effectiveness
- Participate fully in the corporate life of Bible Society by attending All Staff Meetings and departmental meetings as required

### **Who we need**

#### **Qualifications, Knowledge, Experience and Skills**

##### ***Essential***

- Proven experience of developing high-value relationships with donors (individuals) and a track record of success in soliciting major gifts in excess of £5k or transferable skills gained in a similar role with equally demanding relationship-based targets
- Demonstrable knowledge of the principles of relationships fundraising to include identification, research, cultivation, solicitation and stewardship of major and mid-level donors
- Proven experience of working autonomously and effectively with people at senior or board level
- Evidence of strong influencing and negotiating skills
- Excellent written and oral communication skills, with the ability to make a cogent and compelling supporting case for each project
- Ability to develop excellent working relationships with Bible Society staff, trustees and volunteers; you will be diplomatic, persuasive and credible at a senior level
- Ability to manage multiple tasks while maintaining focus and standards, and balancing time scales
- Ability to confidently present to and communicate with a wide range of stakeholders
- A demonstrable understanding of what drives and motivates potential and existing Christian supporters

##### ***Desirable***

- Member (Associate or Full) of the Institute of Fundraising
- A good understanding of charity and trust legislation
- Experience of fundraising for a Christian charity

- Understanding and experience of the use of a relational contact database (Salesforce preferable, but not essential); training will be given

#### **Personal attributes**

- A passion and vision for the work of Bible Society
- Outstanding interpersonal skills – ability to build positive relationships and discover a major donor's interests, and match potential projects for funding
- Proactively contribute to team meetings and support colleagues where required
- Self-motivated to complete tasks
- Able to travel around the south of England, including London, to meet with donors
- Own transport and drivers license would be preferable
- Enhanced DBS check will be required

### **Culture and character**

#### **Culture**

We are committed to building on our unique culture, which is based on an inclusive Christian faith and positive management, and seeks to bring out the best in our people.

We want to build a culture that demonstrates our values:

**Prayerful** – we're honest, attentive and humble, because we work in the sight of God

**Imaginative** – we're experimental, creative and dynamic, because we're made in the Creator's image

**Bold** – we're willing to work hard and face hard questions, because we trust each other

**Skilful** – we study, learn and practise, making the effort to serve others with our best

**Joyful** – we enjoy our work and seek to build others up, because we're designed to flourish together

#### **Character**

As well as recruiting for talent, experience and expertise, we are also very interested in the character of our staff and would like to know how you demonstrate the following:

**Character for leadership** – you will be self-aware and know what it takes to connect well with others, which will enable you to inspire, challenge and support them

**Character for teamwork** – you will demonstrate strong interpersonal skills, loyalty to and respect for colleagues, and a collaborative style of solving problems through a shared sense of mission and purpose

**Character for followership** – you will recognise our organisational structure, vision and mission, and will constructively and proactively support these so that we operate effectively

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**Bible Society**  
Stonehill Green, Westlea, Swindon SN5 7DG  
Registered charity 232759  
01793 418222  
[biblesociety.org.uk](http://biblesociety.org.uk)  
**Patron: His Majesty the King**