



Major Donor Manager



Now is an exciting time to join Mercy Ships UK. With a growing supporter base, a talented staff team and ambitious targets to reach over the next five years, we are looking for a talented Major Donor Manager to join our team.

Mercy Ships is a faith-based charity, bringing safe surgery to people in Africa who have limited access to healthcare and little or no money to pay for it. For over 40 years, Mercy Ships has visited more than 55 developing nations. We are passionate to serve those in need and to leave a lasting impact for the future by working alongside governments, supporting health systems and delivering training within the countries we visit. Our volunteer crew represent our organisation onboard our two ships through excellence and diligence. Sixteen Mercy Ships offices around the world collaborate on fundraising, recruitment and public relations.

Mercy Ships UK

The UK currently raises circa £9 million a year to support Mercy Ships' operations, benefiting from a diverse base of committed funders and partners. As well as providing financial resources for surgeries, healthcare, education and local partnerships, the UK identifies over 400 professional volunteers with medical, maritime and many other skills to crew the world's largest charitable hospital ships 'Africa Mercy' and 'Global Mercy', – bringing immediate

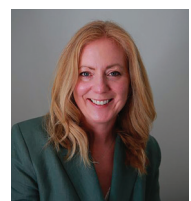
relief to thousands of individuals and leaving a sustainable legacy of hope and healing in every nation we visit.

Values

Mercy Ships was founded by Don and Deyon Stephens in 1978, committed Christians with a vision to follow the model of Jesus, who inspires action and guides us to imitate God's heart for those marginalised by poverty and disease. Mercy Ships is a diverse community made of people from all walks of life, practically demonstrating love, integrity and excellence to make a lasting impact. While not all of our staff are practising Christians, they all align with and respect the Christian values that underpin Mercy Ships' work.

Approximately 90% of the population in sub-Saharan Africa lacks access to safe and affordable surgical care. On average, there are only 1.8 beds per 1,000 people, and nearly 40% of healthcare settings lack hygiene infrastructure. The need for Mercy Ships is clear – we strive to provide safe and equitable healthcare for those who need it most.

Shelley Pigott,
Executive Director, Mercy Ships UK



Impact

Since 1978, Mercy Ships has brought hope and healing to more than **2.88 million people** through free, life-changing healthcare and training. Our volunteer professionals have performed over **122,000 surgical procedures** and provided more than **556,900 dental procedures** to those in desperate need. Alongside this, we have trained more than **55,500 local professionals** in their area of expertise, equipping them to go on and impact over **252,000 others** within their own communities.

Our commitment extends beyond the hospital ship—we have completed over **1,110 community development projects**, including the reconstruction of schools, clinics, orphanages, water wells, and agricultural programmes. These initiatives ensure sustainable transformation by strengthening local infrastructure and skills for the future.

Today, we have proudly served across more than **55 of the world's poorest nations**, with two remarkable hospital ships:

- **The Global Mercy:** the world's largest civilian hospital ship, featuring 6 state-of-the-art operating theatres, 199 patient beds, the capacity for 640 crew, and a gross tonnage of 37,856.
- **The Africa Mercy:** with 5 fully equipped operating theatres, 85 patient beds, space for 470 crew, and a gross tonnage of 16,572.

Together, these ships represent a unique and powerful force for good, bringing hope, healing, and lasting change to those who need it most.

Our work

Mariama's story

Mariama is a lively and healthy baby, but a severe facial cleft strained her joyful smile. This facial cleft affected 7-month-old Mariama's lip and nose, making it difficult for her to eat and causing her parents to worry about their child's future.

Since paediatric services capable of treating baby Mariama's condition were not available near the family, local doctors directed her father to Senegal's capital city in hopes of finding help.

It was there that he heard about a hospital ship capable of providing healing for his little girl.

Soon after, Mariama received an operation onboard the *Africa Mercy* that repaired her cleft lip. After surgery, Mariama and her family stayed at the HOPE Centre, where her mother learned how to make nutritional baby formula and learned about the importance of nutrition for her child. Now, Mariama is home with her family, happy and healthy!



Our Mission

Mercy Ships follows the 2,000 year-old model of Jesus, bringing hope and healing to the world's forgotten poor.



Our Vision

Mercy Ships uses hospital ships to transform individuals and partner with nations.



Our Values

Following the model of Jesus, we seek to:

- Love God
- Love and serve others
- Be people of integrity
- Strive for excellence in all we say and do





History of Mercy Ships

Founded in 1978 by Don and Deyon Stephens, Mercy Ships has worked in more than 55 countries, providing services valued at more than £1.3 billion.

By improving healthcare delivery in every country visited, Mercy Ships is working to eradicate the diseases of poverty. Mercy Ships follows the model of Jesus by “bringing hope and healing to the forgotten poor”, helping people of any faith or none.

Mercy Ships delivers a customised five-year partnership model with every country it is invited to support. Relationships are built with the national government and ministry of health, so that the specific needs of each country are met; we work to strengthen the country’s healthcare systems and drive policy change.

The aim is to tackle the root causes of the problems rather than just the consequences.

Mercy Ships UK (a key member of the Mercy Ships global partnership) was founded in 1996. We run the two largest charity hospital ships in the world: the *Global Mercy* and the *Africa Mercy*.

Behaviours



We put beneficiaries first

Our performance impacts lives, so we strive for the very best results.



We are open to challenge

We challenge current norms, ideate, create and develop.



We expect the best

We consistently seek the best in and for others.



Together in everything

We are a relationally-driven team.



Effective interaction

We communicate with clarity and purpose.

Role Description

Main Workbase: 12 Meadway Court, Stevenage SG1 2EF

Hours of Work: 37.5 hours per week (flexible hybrid - min 2 days in office per week with additional meetings around the UK.

Contract: Full-time, permanent

Line Manager: Director of Philanthropy and Partnerships

Salary: £42,000 - £45,000 per annum (DOE)

Team: Working alongside the philanthropy team (five members of staff, including the Director of Philanthropy, Head of Philanthropy, Senior Corporate Partnerships Manager and two officers). Collaborative working with wider teams within Mercy Ships UK and the global organisation.

International Travel: International travel is a requirement of this role.

Benefits:

- 25 days annual leave + bank holidays, increasing + 1 day with each year of service, up to 30 days annual leave
- Up to 7% Employer pension contribution
- Access to a personal Learning & Development budget of £1,000 per year (pro rata), supporting professional growth and skills development
- Free parking onsite
- Travel and training loans
- EAP Wellbeing scheme

Main Purpose

This is an exciting role within the Philanthropy Team at a time when the new Executive Director is shaping the five-year strategy to grow Mercy Ships UK's impact.

Major donors have been identified as a key income stream within this strategy, and we are looking for an experienced, relational fundraiser to develop and grow our Major Donor programme, focusing on individuals willing to give five-figure gifts, and building long-term relationships that lead to transformational philanthropic support.

Mercy Ships UK is energised to grow its public profile across the UK so that we can raise more funds and recruit more volunteers – providing more opportunities for those living in communities across Africa with limited access to safe medical care. Our Philanthropy Team has ambitious growth targets for the year ahead, and this role will play a key part in securing transformational gifts that enable the work of Mercy Ships to expand. The Philanthropy Manager will build strong relationships

with current and prospective major donors, providing excellent stewardship and developing meaningful opportunities for supporters to engage deeply with the mission and impact of Mercy Ships.

Main Responsibilities

- Work closely with the Director of Philanthropy and wider team to develop strategies for major donor growth.
- Develop and manage a major donor pipeline of approximately 100 contacts using wealth screening, CRM insights and internal intelligence.
- Increase the breadth and depth of the current major gifts pipeline by building and expanding relationships through the engagement of Trustees, the Executive Team, and donor networks, building strong relationships through regular personal engagement and tailored stewardship.
- Represent Mercy Ships UK at meetings, events and networking opportunities to cultivate new donor relationships.
- Create donor development plans for top prospects – identifying donors' motivations and needs and thinking creatively to respond to these.
- Secure five-figure gifts to support Mercy Ships' programmes and strategic priorities.
- Prepare compelling funding proposals, impact reports and donor communications tailored to individual supporters.
- Develop and implement creative cultivation opportunities, including events, briefings and mission-focused engagement that inspire deeper philanthropic commitment.
- Work collaboratively with colleagues in marketing and communications to deliver meaningful donor engagement opportunities.
- Maintain accurate CRM records, produce regular reports on progress against targets and be able to make data-led decisions.
- Ensure all fundraising activities comply with legal and ethical standards and reflect best practice.

Income and accountability

- Contribute to the Philanthropy team's annual income target.

Other

- There is significant potential within this role to grow support through high-net-worth individuals and philanthropic networks across the UK, including within Christian communities and professional networks.
- Work collaboratively and communicate effectively across the Mercy Ships team, including with other global offices.
- Regular travel for donor meetings will be required, as well as occasional evening and weekend work.
- Other duties within the scope, spirit and purpose of the job as requested by the Director of Philanthropy.

Occupational Requirement:

Due to the faith-based nature of Mercy Ships and the need to represent the organisation authentically with many supporters and partner networks, there is an occupational requirement for the post holder to be a practising Christian, in accordance with the Equality Act 2010.

As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Person Specification

Attribute	Essential	Desirable
<p>Education/ qualification</p>	<ul style="list-style-type: none"> • Educated to degree level or equivalent professional experience. • Evidence of continuing professional development in fundraising, philanthropy or relationship management. 	<ul style="list-style-type: none"> • Professional fundraising qualification (e.g. from the Chartered Institute of Fundraising or similar). • Understanding of the charity sector and fundraising regulations in the UK.
<p>Proven experience</p>	<ul style="list-style-type: none"> • Demonstrable experience securing and managing major gifts or high-value relationships. • Experience securing four or five-figure gifts from individual donors. • Proven track record of achieving income targets through individual donor fundraising or relationship-based fundraising. • Experience identifying, researching and cultivating high-net-worth individuals. • Experience building and managing long-term relationships with senior stakeholders or philanthropists. • Experience of communicating complex information to a lay audience and influencing multiple parties through written and verbal proposals, reports, and presentations. • Experience using CRM systems to manage donor relationships and track activity. 	<ul style="list-style-type: none"> • Experience working within a charity or non-profit fundraising environment. • Experience working with Christian donors or faith-based networks. • Experience working within an international organisation or supporting global programmes. • Experience collaborating across internal teams such as marketing, communications and events.
<p>Skills and abilities</p>	<ul style="list-style-type: none"> • Excellent relationship-building and stakeholder management skills. • Strong written communication skills, with the ability to develop compelling proposals, donor reports and impact communications. • Confident verbal communicator with experience engaging senior audiences. • Strong networking and influencing skills. 	<ul style="list-style-type: none"> • Ability to communicate complex programmes and impact in a compelling and accessible way. • Financial awareness and ability to discuss funding opportunities confidently with donors. • Strong analytical skills to evaluate fundraising performance and opportunities.

Person Specification

Attribute	Essential	Desirable
Skills and abilities	<ul style="list-style-type: none"> • Ability to develop personalised cultivation and stewardship strategies for donors. • Highly organised with the ability to manage multiple relationships and priorities. • Strong attention to detail and ability to maintain accurate CRM records. • Ability to work collaboratively across teams and departments. 	
Personal qualities	<ul style="list-style-type: none"> • A committed Christian who is supportive of the mission, vision and values of Mercy Ships. • Passion for the mission and impact of Mercy Ships. • Self-motivated and proactive, with a strong results-driven approach. • Professional, credible and confident in representing the organisation externally. • High level of integrity and discretion when handling confidential information. • Flexible and adaptable, with a willingness to attend occasional evening or weekend events. • Collaborative and positive team player. 	<ul style="list-style-type: none"> • Interest in global health, humanitarian work or international development. • Ability to engage effectively with faith-based communities and philanthropic networks. • Entrepreneurial mindset with the ability to identify and develop new opportunities.



How to apply to join us in transforming lives:

Please send a CV and cover letter detailing your relevant experience and why you want to work for Mercy Ships to:

careers@mercyships.org.uk

Applications will be reviewed on a rolling basis, and the vacancy will remain open until the position is filled.

Salary : £42,000-£45,000 (D.O.E)

Don't delay applying as we screen applications on receipt and reserve the right to close early.

**Hope.
Healing.
Transforming Lives.**

Registered Charity No: 1053055. Registered Charity in Scotland No. SC039743.
Company No: 3147724 (England and Wales)

Equal opportunities

Mercy Ships UK is an equal opportunities employer. We welcome applications from all individuals and value diversity in our workforce.

DBS check

Candidates will be asked to declare any 'unspent convictions.' Further information can be found [here](#).

Eligible roles may require a Disclosure Barring Service (DBS) check.

