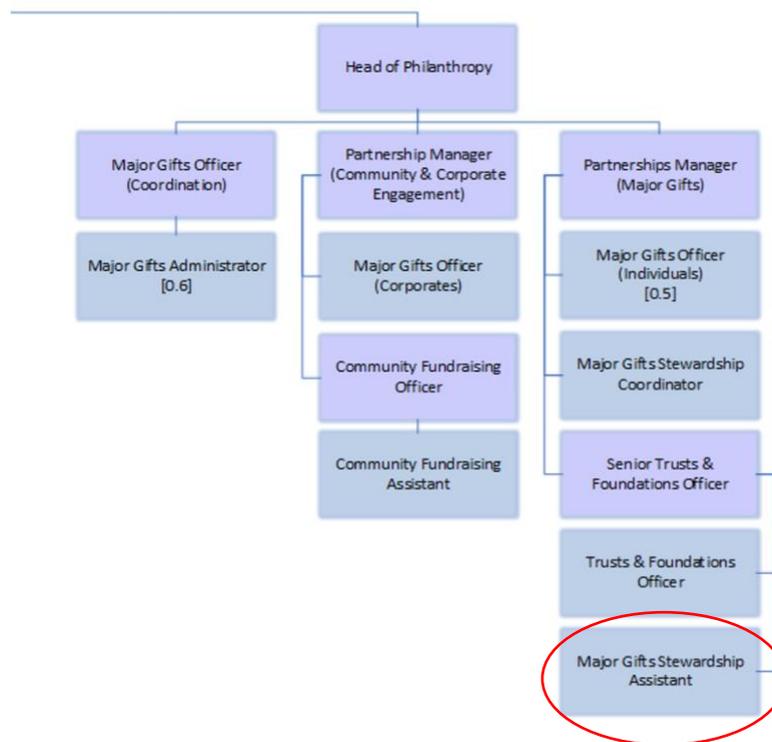




APPLICATION INFORMATION PACK

<u>JOB TITLE:</u>	Major Gifts Stewardship Assistant
<u>DEPARTMENT:</u>	Fundraising
<u>REPORTS TO (JOB TITLE):</u>	Senior Trusts and Foundations Officer
<u>HOURS:</u>	37.5 hours per week, Mon-Fri
<u>LOCATION:</u>	London – hybrid, at least 2 days in the office
<u>DURATION:</u>	Permanent
<u>SALARY:</u>	£28,011.50 per annum
<u>BENEFITS</u>	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free, and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>
<u>JOB PURPOSE</u>	
<p>To be an integral part of the Philanthropy team, providing stewardship to individuals, trusts and foundations, and corporate supporters (typically, yet not exclusively, at the £5,000 to £20,000 level). You will be responsible for a portfolio of major donors, ensuring their continued support of MSF.</p>	
<u>DIMENSIONS</u>	
<p>The Major Gifts Stewardship Assistant is responsible for an existing portfolio of approximately 150+ individual, trust, and corporate donor relationships. Main responsibilities include:</p> <ul style="list-style-type: none"> • Maintaining the current portfolio of donors. • Uplifting donors to give at higher levels, where possible. • Supporting the trusts and foundations of new business processes through research and outreach. 	

ORGANISATIONAL STRUCTURE:



CONTEXT

MÉDECINS SANS FRONTIÈRES/ DOCTORS WITHOUT BORDERS (MSF)

Médecins Sans Frontières/ Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion, or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 45,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalyzing change on medical humanitarian issues and recruiting field staff. MSF UK personnel are dynamic, hard-working, enthusiastic, and committed to MSF's values and aims.

FUNDRAISING DEPARTMENT

The Fundraising Department raises private income for MSF field operations globally, and to cover MSF's administration costs in the UK. The Fundraising Department contains the Major Gifts,

Campaigns and Supporter Care teams and in 2024 a team of around 38 people, delivered income of £76.8 million.

PHILANTHROPY TEAM

MSF has internationally identified Philanthropy as key to the strategic and cost-effective growth in income for the MSF Movement. The UK contribution to this expansion is delivered by the Philanthropy Team through the development, management, and implementation of strategies to identify, cultivate, solicit, and steward major donors.

MSF UK has a committed group of major donors made up of individuals, corporates, and trusts & foundations. We currently define a major donor as any individual donating £10,000 and above or any organisation (company or trust) donating £5,000 and above. In 2023 the Philanthropy Team raised almost £18 million from more than 400 donors.

ACCOUNTABILITIES

1. Take responsibility for an existing portfolio of approx. 150+ individual, trust, and corporate donor relationships, which are largely transactional/administrative in nature, following team procedures and working with others in the Major Gifts Team.
2. Support on the administrative management of major gifts, including acknowledging major gifts income received (including new gifts within the £5-£20k threshold), supporting on the process of team mailings, and ensuring information relating to your major gifts income is accurate, up to date and well organised.
3. Prepare and deliver tailored thank you calls, letters and cards, as well as proposals, reports, and updates to donors as appropriate using team templates.
4. Where appropriate, organise and attend donor meetings with support from the appropriate team member.
5. Review existing corporates and trusts giving below £5,000 to assess potential to uplift, and further stewarding those with such potential under the guidance of the Major Gifts Officers
6. Support the Senior Trusts and Foundations Officer with the strategy to identify and apply to new prospective trusts with the potential to give between £5,000 and £20,000 and

KEY PERFORMANCE INDICATORS

1. Ensuring excellent stewardship and cultivation to maximise income for MSF UK
2. Ensuring excellent stewardship, that information regarding current and new Major Donors is accurate and up-to-date, and all Major Donors are being appropriately engaged with.
3. Ensuring timely and appropriate communications and thank you correspondence to Major Donors and Major Donor prospects.
4. Ensuring Major Donors are receiving the opportunity to meet with MSF staff when requested and where appropriate.
5. Ensuring maximum potential from all current corporate and T&F supporters is being explored and reached.
6. Supporting in building team capacity to approach new T&F prospects, ensuring a wider and stronger Major Gifts supporter base.

<p>contact and prepare applications as appropriate using funding templates.</p> <p>7. Assist the Major Gifts Stewardship Coordinator with the mid-value (£1,000-£9,999) programme as appropriate.</p> <p>8. Update and maintain donor records on the donor database (Microsoft Dynamics) and other systems to ensure knowledge management and business continuity, complying with data protection legislation.</p> <p>9. Participate in the Major Gifts annual planning process as appropriate.</p> <p>10. Represent MSF UK at major donor events (sometimes outside of working hours)</p> <p>11. Work as a full member of the Fundraising team, handling telephone calls from supporters (such as enquiries, processing card donations, change of address, amendments to regular donations etc) and assist with Challenge Event stewardship e.g. sign-up emails, welcome phone calls and monitoring event fundraising target progress.</p> <p>12. Maintain commitment to the aims and values of MSF through proactive involvement in and attendance at MSF UK and wider movement operational activities.</p>	<p>7. Supporting the team to ensure all mid-value donors to MSF are receiving the best possible care and engagement.</p> <p>8. Ensuring all donor information is accurate, complying with GDPR, and is up-to-date, allowing all Major Gifts team members to provide the best level of care.</p> <p>9. Ensuring full engagement in the activities of the Major Gifts team.</p> <p>10. Playing an active role in the Major Gifts team by providing in-person donor engagement at MSF events.</p> <p>11. Providing support to the full fundraising team, to ensure the best possible level of care to all MSF UK supporters.</p> <p>12. Ensure engagement with MSF's work beyond the activities of the Major Gifts team and fundraising department.</p>
---	--

KNOWLEDGE, SKILLS & EXPERIENCE

Essential:

- Excellent and engaging written communication skills and ability to adapt style to suit a wide range of supporters.
- Confident interpersonal and verbal communication skills, including diplomacy and negotiating skills.
- Ability to deal with people at all levels and from a wide range of backgrounds.
- Accuracy and excellent attention to detail.
- Proven organisational skills with experience of managing multiple tasks and prioritizing effectively.
- Experience of working in an office environment, maintaining effective administrative systems and procedures.
- Flexible, can-do attitude and good team player – this role involves working very closely and collaboratively with colleagues in the UK and overseas.
- Ability to work independently to general guidelines, with capability to use initiative and seize opportunities.
- Computer literate and confident in using all Microsoft Office programs.
- Fluency in written and spoken English.

- Commitment to the aims and values of MSF.
- Willingness to travel within the UK.

Desirable:

- Work experience in fundraising, marketing, or sales.
- Experience in bringing in income against targets.
- Experience of working with senior decision makers.
- Experience using a CRM system.
- Interest in international, humanitarian work.
- Willingness to travel internationally.

COMPETENCIES**Respect:**

- Invites team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- Acts by example, modelling the behavior expected from team members.
- Seeks out and offers each team member an equal opportunity and tools to succeed.
- Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- Strives to learn and get to know more about each team member in order to better understand their needs, potential and ascertain ways to better support and work with them.
- Shows interest and empathy through active listening. Is approachable: listens actively, observes, and acknowledges what they hear.
- Removes obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- Admits mistakes, misjudgments or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- Strives for efficiency in every aspect of their work.
- Demonstrates willingness, ability and readiness to change attitudes and behaviors to achieve agreed outcomes and works with team members to ensure these are reached.

Empowerment:

- Instils acceptance and optimism in the team.
- Allows time and space for people to open up, take appropriate risks, leading to a sharing of knowledge and open communication.
- Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration:

- Collaboration is at the center of all we do.

APPLICATION PROCESS

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation** by the closing date.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role.

Recruitment timetable:

- **Closing date for applications: 6 May 2024, 11.59pm BST**
- **First and second round interviews: w/c 13 May 2024**

Please note, you will be asked to complete a task as part of the interview process.

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system.
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity, and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.

For questions, issues, or further information, please contact Recruitment.UK@london.msf.org. We look forward to receiving your application!