

Chief Digital Officer

Role description and recruitment pack



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Registered charity number 234714

Stewardship is a charitable company limited by guarantee, incorporated in the UK and registered in England and Wales. Its company number is 90305.

Welcome

Dear Candidate,

Thank you for taking time to learn more about Stewardship and how this newly designed Chief Digital Officer role will help us achieve our strategic ambition.

We have the incredible privilege of helping Christians be the best stewards of the resources God gives them. We do this by encouraging Christians to give faithfully and generously, and guiding Christian charities, churches and Christian workers to be excellent and trusted stewards of their ministry resources.

We are not a typical charity - Stewardship operates with the scale and technical complexity of a multi-channel financial services organisation – multiple platforms, significant transaction volumes across a range of services, and growing product and service lines – all with a clear Christian mission at its heart.

The creation of this Chief Digital Officer (CDO) role marks another purposeful step in our organisational journey, as we refocus executive leadership around the platforms, product, data and technology that will accelerate our growth and support our ambitious strategy to close the Giving Gap and more abundantly resource the Kingdom.

We are prayerfully seeking the right leader to join the Executive Team and step into this role with energy, clarity, conviction and humility.

We're looking for someone who sees digital not simply as a function or infrastructure, but as a ministry enabler: creating the systems, platforms and experiences that enable increased generosity, strengthen churches and charities, and scale Kingdom impact.

We care deeply about culture, character and chemistry as an Executive Team; we work with high levels of trust, candour and care, and we value laughter, integrity and grace as much as strategic insight and professional acumen.

If you're someone who leads with conviction and humility, if you have been asking God whether your professional experience might be more deeply invested in supporting Christian mission, and if you're excited to bring your digital and technology leadership to a fast-paced, growing, faith-driven organisation, then please do prayerfully consider this leadership opportunity.

We have a huge vision and a clear strategy and need a superb CDO to join us. Thank you for considering taking this step of faith toward working at Stewardship.



A handwritten signature in black ink, which appears to be 'Janie Oliver'.

Janie Oliver

CEO

Role overview



Title Chief Digital Officer

Hours 35 hours per week

Contract Permanent

Location 1 Lamb's Passage, London, EC1Y 8AB

You must be able to work in the office at least one day per week, or as the organisation requires

Reports to Chief Executive Officer

and will be a member of the Executive Team alongside the Chief Financial Officer, Chief Customer Officer, Chief Ministry Services Officer and Chief Purpose Officer

Salary Up to £110,000 depending on experience

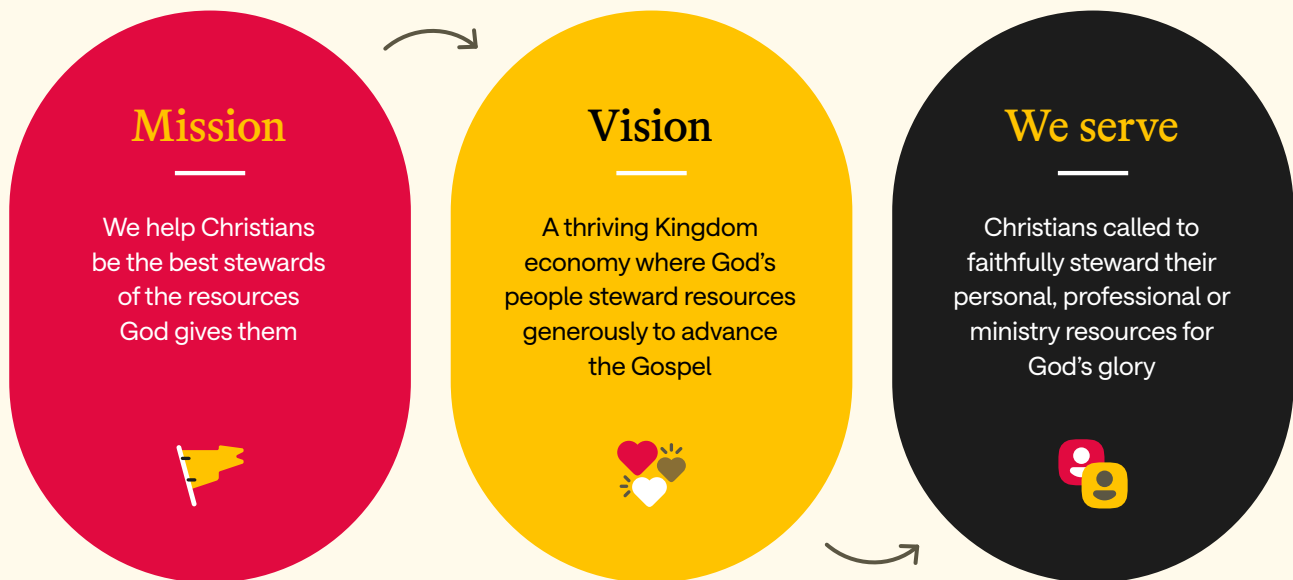
Closing date Noon on Thursday 15 October 2026

About Stewardship

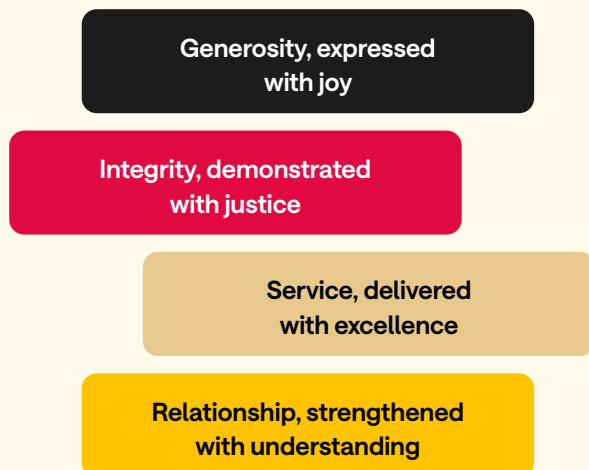
Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

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 mission and vision



Our values



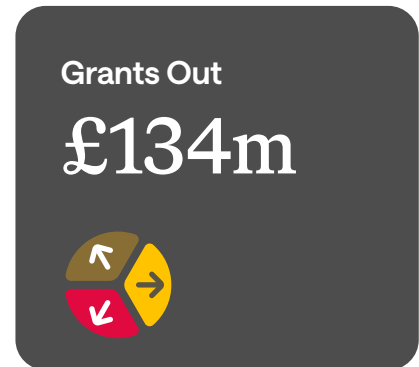
More about us

A collage of six team members' photos arranged around the Stewardship logo, which is a cross made of four small squares. The photos are connected by a dashed red line.

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

Job detail

Overview

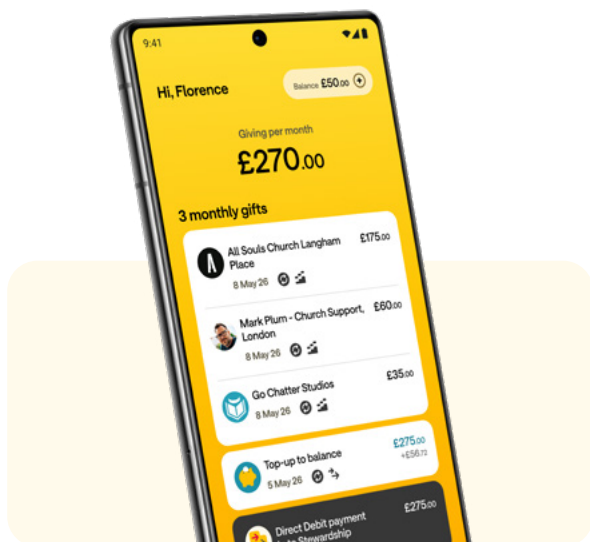


Stewardship isn't your typical charity.

We have total assets of almost £250m and, amongst other things, support significant giving flows, church and charity lending, payroll processing for 900 clients, and a growing portfolio of digital products and platforms. In 2025, we received £161m of Gifts In (our highest income year on record) and distributed Grants Out of £134m (with the total number of Grants Out exceeding 1 million). Our work spans multiple banking-like activities, donor advised fund infrastructure, customer engagement platforms, and increasingly complex product and data needs, blending the rigour of a financial services institution with the purpose of a Kingdom-focused mission.

For the right CDO, this is a rare opportunity to lead a high-performance, innovative and stretching technology operation, which is rapidly expanding AI and product capabilities to deliver multi-platform experiences that resources the Kingdom and advances the Gospel.

The CDO is primarily responsible for Stewardship's digital and technology strategy, ensuring our platforms, product capability, data infrastructure and security are effectively designed and delivered to support our mission and vision. A key part of the role is enabling scalable growth across both Giving and Ministry Services, with a focus on platform development, insight-led decision making and innovation.



With responsibility for AI, Data, Digital, Environments, Platforms, IT Security and Product, this role is key to leading, strengthening and delivering the digital capability that underpins Stewardship's organisational strategy, customer experience and future growth.

While having a responsibility and focus on our products, platforms and technology layers, the CDO will need a broader awareness and understanding of the organisation and macro environment to support decision making and leadership within a highly collaborative Executive Team.

We are in a time of dynamic evolution and seek a highly intrapreneurial leader to join us as CDO.

Context for this appointment

Stewardship has undergone a transformative period of development and growth over the last two years. With our strategy now in motion and a reframed mission to help Christians be the best stewards of the resources God gives them, we have made significant progress in strengthening our digital foundations, developing our product capability and opening up new opportunities in Giving and Ministry Services.

As our strategy has developed, the need for dedicated executive leadership of digital, product, data and technology has become increasingly clear. We are now building towards shared platforms and integrated customer journeys that can serve both our Giving propositions and our emerging Ministry Services offer, while continuing to improve resilience, security and insight across the organisation.

This role is being established as part of an intentional move to refocus the former Chief Operating Officer responsibilities into a dedicated Chief Digital Officer role, aligned to Stewardship's next phase of strategic growth.

As well as increasing executive capacity, this change reflects the importance of technology as a strategic enabler rather than a support function. We need focused leadership to shape the platforms, architecture, product development, data and security capability required to support existing scale, unlock new propositions and serve churches, charities and donors more effectively.

This will enable the Chief Ministry Services Officer and Chief Giving and Customer Officer to focus on their respective propositions, while the CDO provides shared executive leadership of the digital platforms, product capability, data and technology infrastructure that both areas will depend on drive and humble service.



Key drivers for creating a CDO role include:

- Building scalable digital platforms to support both our Giving propositions and the emerging Ministry Services platform, and growing our product capability to deliver these.
- Creating clearer executive oversight of product development, platform architecture, data and technology strategy.
- Strengthening resilience, cyber security, governance and operational confidence across increasingly complex systems and customer journeys.
- Accelerating the responsible use of data, automation and AI to improve customer experience, decision making and organisational effectiveness.

Main responsibilities

Leadership focus

Reporting to the CEO and part of the Executive Team of Stewardship, the Chief Digital Officer should lead and represent Stewardship in a way that is consistent with our Christian values. They should uphold and exemplify our values of generosity expressed with joy, relationship strengthened with understanding, integrity demonstrated with justice and service delivered with excellence, ensuring these are always championed across the organisation. Spiritual leadership and prayerful discernment are at the heart of this role.



The CDO's motivation and focus should be to serve Stewardship, its donors, partners and employees, rather than their own ambitions or objectives. We are looking for a servant-hearted leader – important characteristics of this style of leadership include humility, transparency, awareness, listening, empathy, accountability, community building and helping people to flourish. The right person for this role will be able to share examples of these qualities in their current role and demonstrate their commitment to continued learning and development.

Alongside the CEO and rest of the Executive Team, the CDO will establish and implement the vision and strategic direction of Stewardship in a way that inspires and engages staff, energises stakeholders, and draws in new networks of expertise to achieve our goals. The CDO role plays a significant enabling and ambassadorial role with technology partners, product specialists, data and security advisers, and with internal teams who depend on digital platforms to deliver excellent service to donors, churches and charities.

Together with the Executive and Leadership Team, they will encourage positive and productive interaction on governance matters with the board and relevant sub-committees, and keep staff appropriately informed of Trustees' thoughts and decisions.

The CDO will role model effective collaborative working and promote a culture of collaboration among their direct reports and across the organisation at all levels. They will engage their leaders proactively and ensure they are kept informed and can contribute to key decisions by providing clear rationale and fostering a culture of excellent communication. They will actively develop their team, particularly direct reports ensuring that they are empowered in their roles and upskilled as needed.

They will establish and maintain strong relationships across the Executive Team, fostering unity and trust. This requires building a broader understanding of Stewardship and the opportunities and challenges across the organisation, and the external environment.



Key areas of functional responsibility

You will lead a team of approximately 20 staff and your direct reports will include: the Head of Environment, Platforms and IT Security, Head of AI, Data and Digital and the Head of Product.



Digital strategy and architecture

- Working closely with your Technology and Product leaders, define and deliver Stewardship's digital and technology strategy, ensuring it is clearly aligned to organisational strategy, customer needs and long-term growth.
- Oversee the architecture and development of core platforms across Giving, Ministry Services and internal systems.
- Ensure platforms are scalable, resilient, secure and capable of supporting increased transaction volumes and service complexity.
- Develop a clear architectural roadmap, balancing immediate delivery needs with long-term platform coherence.
- Provide executive oversight of technology investment, supplier relationships and delivery prioritisation.



Product Champion and enablement

Working closely with the Head of Product

- Support and develop Stewardship's product development capability, enabling digital-first products and services across Giving and Ministry Services.
- Work closely with the Chief Giving and Customer Officer and Chief Ministry Services Officer to translate proposition ambition into deliverable product and platform strategies.
- Provide executive oversight to product governance, prioritisation and delivery disciplines across multiple product and platform teams.
- Support the development of new 'Ministry Services' products and platform capability, as a future delivery and referral layer for churches and Christian charities.

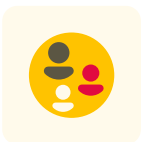
- Ensure product development is grounded in customer insight, operational realities and measurable strategic value.
- Champion healthy product methodologies and discipline, ensuring product teams act as an enabling capability and role model for the whole organisation.



Data and Insight capabilities

Working closely with the Head of AI, Data & Digital

- Establish strong data architecture across core systems, enabling reliable reporting, analysis and decision making.
- Develop organisational insight capability to support customer segmentation, personalisation, performance management and strategic planning.
- Ensure data is used responsibly, securely and effectively to improve customer experience and Kingdom impact.



Environments, Cyber Security and Governance

Working closely with the Head of Environments, Platform and IT Security (EPIS)

- Develop a strategy and roadmap to ensure our systems are secure, robust and continuously improving to meet the needs of corporate strategy.
- Provide executive leadership for cyber security, technology risk, resilience and business continuity across digital systems.
- Ensure appropriate governance, controls and regulatory awareness are embedded across digital delivery and supplier management.
- Maintain confidence in systems that support significant giving flows, partner services and sensitive customer data.
- Build strong relationships with trustees and advisers where digital, data or security matters require clear executive assurance.



AI, Automation and future capability

Working closely with the Head of AI, Data & Digital

- Identify and develop opportunities to use AI, automation and workflow improvement to increase effectiveness and capacity.
- Lead innovation in a disciplined way, ensuring experimentation is aligned to strategy, risk appetite and customer value.
- Develop future digital capability across teams, helping Stewardship become increasingly confident, agile and effective in the use of technology.
- Work with external partners where needed to supplement internal capability and accelerate delivery.
- Build and lead high-performing product, engineering, infrastructure and digital teams, developing capability for the long term.



What you can bring

While remaining open to the way that God may have prepared our next Chief Digital Officer for this service role, we would expect the following attributes:



Knowledge and experience

- Significant senior leadership experience in digital, technology, product or platform environments.
- Experience of shaping and delivering digital strategy, platform architecture and product development at scale.
- Strong understanding of systems integration, data architecture, cyber security, technology governance and supplier management.
- Ability to move confidently between strategic leadership, technical complexity and practical delivery.
- Experience of working with boards and preparing board packs that are clear and easily understandable to aid decision making.
- Strong technical ability, demonstrated by high standards of clarity, accuracy and accountability.



Leadership

- A servant-hearted leader with a leadership style in line with Stewardship's values and culture, which encourages communication, honesty and trust. A leader that demonstrates courage and kindness in addressing underperformance and undertaking difficult conversations.
- A passion for developing self and others, appreciating and utilising the skillsets and giftings of others while recognising and supporting development areas.
- Ability and willingness to represent Stewardship and play an ambassadorial role at events, in communications, with clients and suppliers, when required.



Culture and chemistry

- A leader that appreciates the importance of strong relationships and trust within the Executive Team and always acts in the best interest of the team, rather than self.
- A role model who demonstrates and lives out our target culture and values.
- A natural collaborator with the ability to easily build and nurture relationships with people at all levels of the organisation.



Christian faith

- Commitment to Stewardship's Christian calling, vision, mission and values and a way of working that demonstrates this, with the ability to communicate this enthusiasm to others.
- A mature understanding of the biblical principles of stewardship and giving, and the ability to articulate the importance and impact of these both personally and corporately in a church and charity setting.
- A good understanding of the Church and the current social, economic, technological and political context in which Stewardship and the broader Church works, and a willingness to further develop this understanding

Working for us

What are the usual working hours?

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.

How much Annual Leave do you offer?

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

What are the pension arrangements?

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.

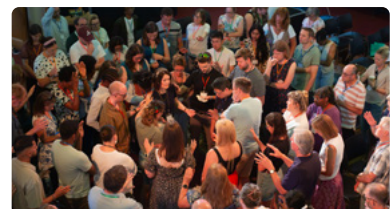
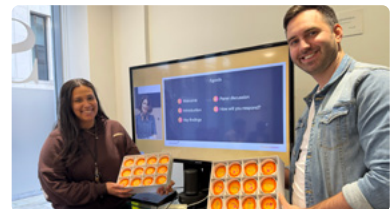
Is it possible to work from home?

Yes, we are happy to offer flexibility for this role but would expect you to work in our London office for a minimum of 1 day per week, and more often if the organisation requires it.

What staff benefits do you offer?

Once probation has been passed, there are number of benefits available to staff:

- PMI
- Subsidised exercise membership
- Hybrid and flexible working options
- Contribution to your charitable giving account
- Generous leave allowances
- Long service awards
- Participation in the Cycle to Work Scheme
- Death in Service benefit (4x annual salary)
- Electric Car Scheme
- Interest-free loans



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.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.

[View our Ethos Statement](#)



Our hiring process for this role

Applications will be reviewed soon after the application deadline. We will guard your confidentiality whilst being open that we are likely to interview 3-4 individuals discerning the possibility of serving in this role.

Initial interviews will take place with the CEO, Executive Team, and a trustee panel on 5 November.

Second round interviews with the CEO and key trustees will be scheduled for 19 November.

Those selected for the second round will have an opportunity to meet informally with the Executive Team, some trustees and direct reports to this role. Candidates will also be asked to complete a Hogan Assessment and 1hr debrief session with an Executive Coach, to help determine cultural and chemistry fit with the Executive Team. These steps are all aimed to serve the candidates' discernment process as well as ours.



How to apply for this position

Stewardship is working with Macaulay Search on this appointment process.

Your application should comprise:

- A brief cover letter outlining your interest in serving Stewardship's mission; and,
- A full CV showing the more significant positions, responsibilities held and relevant achievements.

Please send your application to mark.powys-smith@macaulaysearch.com

The application deadline is 12 noon Thursday 15th October 2026.