



**START SOMETHING**

# YOUR NEW ROLE AT THE TRUST

<b>JOB TITLE:</b>	Stewardship Manager	<b>PAY BAND:</b>
<b>FUNCTION:</b>	Fundraising and Marketing	Support Delivering <b>Specialist/Managerial</b> Technical Lead/Function Head Senior Leadership Team
<b>THE TEAM:</b>	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	<b>Stewardship Manager</b>	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 partner with fundraising colleagues to manage and deliver a high-quality stewardship offer that brings our supporters closer to our work and inspires long-term support.

## WHAT WILL YOU DO?

-  Partner with fundraising colleagues to develop a full understanding of the stewardship needs of our supporters in line with our tiered recognition frameworks.
-  Work with fundraising colleagues to create and deliver long-term tailored stewardship and account plans in line with our tiered giving framework.
-  Develop high-quality and compelling reports, resources, and communications for supporters to convey the impact of their support and bring them closer to the organisation.
-  Develop key stewardship touch points such as key milestone recognition moments, getting closer to our work, or bespoke content such as videos.
-  Work collaboratively with teams such as Delivery, Insight and Impact, and Programme Development to collate information to support stewardship activities.
-  Proactively seek opportunities to innovate and evolve our stewardship offer to our supporters.
-  Support the wider team with activities such as events support and fundraising resources.
-  Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

## 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?
Exceptional written communication skills, including good attention-to-detail and proofreading skills, as well as a talent for storytelling.	To be able to communicate effectively with donors and colleagues.
Strong project management skills, with a proven ability to manage multiple projects and deadlines, as well as act flexibly.	The role requires a high level of organisation, with the ability to adapt to changing plans and deadlines.
A thorough understanding of fundraising and stewardship trends.	Keeping an eye on trends across the sector helps The Trust in understanding potential new approaches.
Strong skills in creativity, marketing, storytelling, and stewardship.	Crucial skills in maintaining a fresh and successful stewardship offer.
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 play a key role in bringing to life how our donors and partners support changes the lives of the young people we help
Ability to build strong, authentic relationships with donors, colleagues, and volunteers.	Meeting the needs of multiple teams and stakeholders will require effective relationship-building at all levels.
Experience	Why do we need this?
Experience of providing excellent donor or partner stewardship within a fundraising environment or equivalent.	You will be working in a sector-leading high-value stewardship team, working with a range of donors and partners.
Experience of delivering on time within a target-driven environment.	Our stewardship reports are time-sensitive, and you will often need to balance several reports and priorities at once.

### WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience in a creative environment with demonstrable project/activity success.	In an increasingly competitive space, creativity will need to be at the forefront of our stewardship design and delivery.
Experience of using a fundraising CRM system such as Raiser's Edge, Microsoft Dynamics or Salesforce.	It's important that we record stewardship support and actions in our database to inform reporting and support effective fundraising.
Skills & Knowledge	Why do we need this?
A deep curiosity and knowledge of trends influencing the next generation of stewardship innovation.	In an ever-changing world we are keen to drive innovation in our stewardship design and delivery.






# WHAT DO WE EXPECT FROM YOU?



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## 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><b>Inspiring</b> We lead by example</p>	 <p><b>Approachable</b> We are open minded and value diversity</p>	 <p><b>Empowering</b> We enable positive change</p>	 <p><b>Non-Judgemental</b> We focus on the potential, not the past</p>	 <p><b>Passionate</b> We are absolutely committed to supporting young people</p>
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Here at The Prince'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 PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT 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 in at a specialist/managerial 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 You keep young people and our end goal in mind <b>You build trust in others through reliability and holding self-accountable for success</b> Resilient in the face of challenges, not taking constructive criticism personally <b>You're authentic and bring unique talents to work, encouraging others to do the same</b> You role model integrity and act according to our Values</p>	<p>You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things <b>You seek opportunities to enhance own development and build expertise</b> You role model a positive and constructive approach to giving &amp; receiving feedback <b>You support others in adapting to change</b></p>	<p>You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly <b>You treat people as individuals, tailoring communication and influencing style accordingly</b> You communicate difficult messages and challenge others' thinking effectively <b>You listen to and empathise with others to understand the root of situations before responding</b></p>	<p>You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required <b>You share knowledge and information</b> You build and invest in relationships across The Trust <b>You use awareness of how your own team fits within the wider organisation to find solutions</b></p>	<p>You translate The Trust's long-term vision and strategy into actionable plans &amp; targets You take responsibility for making and implementing logical, data-based decisions <b>You're flexible and responsive as priorities and requirements change</b> You seek solutions and solve problems, empowering others to do the same</p>

## THE WELFARE OF OUR YOUNG PEOPLE

The Prince'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 in accordance with 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.