

Stakeholder Engagement Manager Job Description

JOB DETAILS	
DEPARTMENT: Fundraising	JOB TITLE: Stakeholder Engagement Manager
LOCATION: Watford	CONTRACT TYPE: Permanent – Full time
SALARY: £44,006	HOURS: 36.75 hours per week
TEAM PURPOSE: The Fundraising team is responsible for raising and building the profile of ADRA-UK through stakeholder engagement internally and externally.	
JOB PURPOSE: <ul style="list-style-type: none"> • Lead the development and coordination of ADRA-UK’s Annual Appeal within the Seventh-day Adventist churches. • Process unrestricted donations and other fundraising income, setting up accurate database records, assigning appropriate finance codes and preparing donation acknowledgements. • Deliver efficient and conscientious unrestricted fundraising administration supporter care. • To be a brand champion for ADRA-UK (internally and externally). • To build and raise the profile of ADRA-UK’s work with stakeholders in association with the CEO, communications and programmes team. 	
POST HOLDER REPORTS TO:	Chief Executive Officer (CEO)
JOBS REPORTING TO THIS POST:	Interns when applicable
BUDGET RESPONSIBILITY:	No
DBS CHECK REQUIRED:	Yes – Basic disclosure
TRAVEL:	Yes – as required nationally and internationally There will be a requirement for working at the weekends at times with this role
DIMENSIONS OF THIS ROLE <ul style="list-style-type: none"> • Contributes to the overall fundraising strategic goals of ADRA-UK. • Influence and negotiates with a wide range of stakeholders on a regular basis. 	

KEY RESPONSIBILITIES

Church and Community Engagement (40%)

- Devise and implement a church and community engagement plan.
- Support a growing movement of churches engaging with ADRA-UK and the ministry of compassion with resources.
- Proactively connect the ADRA team with churches, schools, para-church organisations, community groups and networks, with the aim to see significant increase in the number of people supporting ADRA-UK.
- Champion ADRA-UK team participation at regional and national events, gatherings, conferences and speaking engagements.
- Generate tools to raise awareness and increase engagement.

Income Generation (30%)

- Lead on data segmentation for appeals and developing supporter journeys.
- Writing, producing, and sending out fundraising materials to supporters in conjunction with the Communications and Programmes Teams.
- Develop and produce materials and campaigns, supported by the wider team aimed at churches, community groups etc.
- Coordinate and write compelling applications for support including the preparation of budgets as required.
- Develop and lead on new and existing events etc., to raise the unrestricted income and profile of ADRA-UK with guidance from the CEO.
- To support the implementation of a major donor strategy as part of the overall fundraising strategy in conjunction with the CEO.

ADRA Ambassadors (10%)

- Train, equip, manage and develop a network of ADRA Ambassadors.
- Support the network of ADRA Ambassadors with their queries and respond in a timely manner.
- Manage the regular communication with the ADRA Ambassadors to provide promotional tools to be used in local churches.
- Create new ways of bringing ADRA Ambassadors together to learn from each other and share best practice.
- Where needed provide additional training and support face-to-face (online or in-person).

Client Relationship Management (10%)

- Respond promptly to enquiries from supporters across different communication channels and provide a high level of customer service.
- To support with the implementation of a stewardship programme through the CRM database Donorfy, to include a lapsed donor and reactivation programme.
- Use the CRM database Donorfy to effectively manage relationships with our supporters and fundraisers and work proactively to develop new ways to maximise this resource and the data within it to deliver our strategic income goals.

Profile Raising (5%)

- Represent ADRA-UK at external meetings or events as required or as delegated by the CEO.
- Act as an Ambassador for ADRA-UK at all times, and specifically when representing ADRA-UK externally.

Organisational Specific (5%)

- Keeping abreast of important changes or developments occurring within the sector as it relates to fundraising.
- Ensure all activities are in line with the organisation’s vision, mission and values and agreed procedures.
- Provide relevant and succinct reports, to include updates/forecasting for the CEO and Trustees on a regular basis. Notify CEO of issues arising in a timely manner.
- To undertake such personal development and training as required to fulfil the role.
- Perform other duties as assigned by the Chief Executive Officer and the ADRA-UK Board, as appropriate.

Core Competencies



This job description is intended as a general guide to the scope of the role and may change in line with the needs of the organisation and at the request of the CEO.

See the Person Specification below

PERSON SPECIFICATION

		Essential	Desirable
1	Qualifications, Experience, Skills and Knowledge		
1.1	Demonstrated experience of working in fundraising, business development or a similar background	√	
1.2	Experience of building, managing and maintaining long term customer/donor relationships	√	
1.3	Experience of communicating with people at all levels from a wide range of organisations including public speaking	√	
1.4	Experience of writing compelling, inspiring and motivational copy to encourage action and support	√	
1.5	Experience of planning and evaluating campaigns and activities and making recommendations for improvement	√	
1.6	Have an understanding of CRM systems or databases. ADRA-UK uses Donorfy		√
1.7	Good data analysis skills with the ability to analyse information and make objective decisions quickly	√	
1.8	Knowledge of Institute of Fundraising (IOF) codes of practice		√
1.9	Good time management skills with the ability to prioritise and manage own workload to deadline and achieve objectives	√	
1.10	Experience of working in a team and managing work in pressurised situations without sacrificing quality of work, attention to detail or courtesy. The ability to organise workload and meet competing priorities	√	
1.11	Accurate administration and strong organisational skills and an attention to detail including IT (Microsoft Office, Microsoft Teams, Google documents etc.)	√	
1.12	Experience working with volunteers or in a volunteering environment	√	
1.13	A collaborative approach to teamwork	√	
1.14	Strong interpersonal skills, including across different cultures and geographies	√	
1.15	Readiness and eagerness to learn fast and hit the ground running	√	
1.16	Understanding of the international development sector		√
1.17	Educated to degree level or equivalent relevant qualification		√
2	Other		
2.1	Member of the Seventh-day Adventist Church with a strong commitment to the ethos of ADRA-UK and its mission	√	
2.2	Prepared to travel throughout the UK and able to work weekends and occasional evenings	√	
2.3	Prepared to travel internationally		√