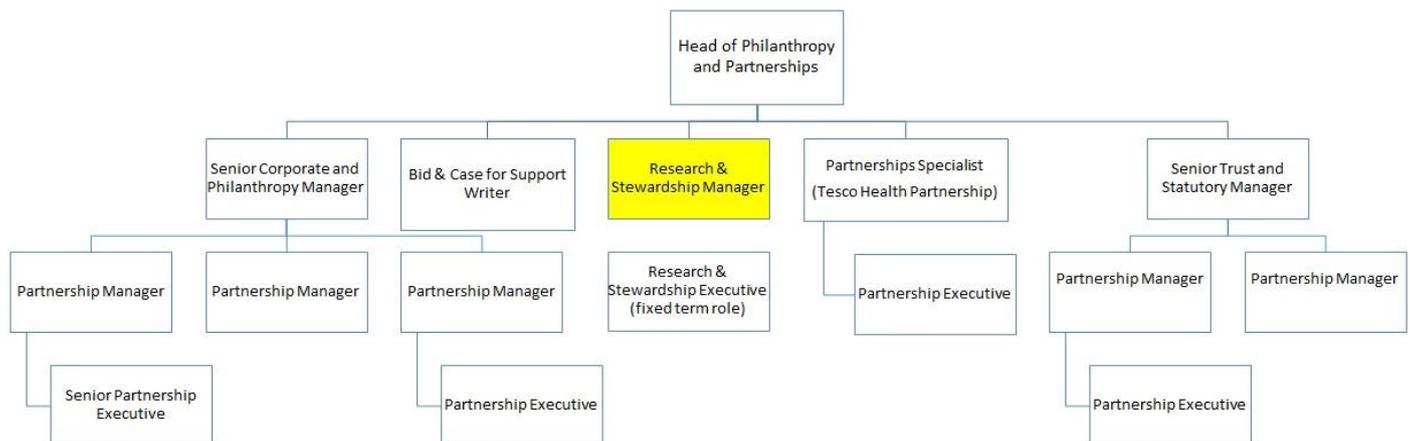


Job Title

Research and Stewardship Manager (high value)

DIRECTORATE:	Engagement and Fundraising
SECTION:	Philanthropy and Partnerships
REPORTING TO:	Head of Philanthropy and Partnerships
CONTRACT:	35 Hours per week (permanent)



WORKING RELATIONSHIPS:

Inside Diabetes UK
Philanthropy and Partnerships team, wider Engagement and Fundraising Directorate, key delivery teams across the organisation, finance, data team, legal, IT, digital, business support, insight and analysis teams
Outside Diabetes UK
Key senior volunteers, current and potential major donors, current and potential corporate partners, peers in the sector, agencies and consultants as required

OVERALL PURPOSE OF THE JOB

You will support the Philanthropy and Partnerships team by identifying key prospective funders that can help us achieve our organisational ambition, and oversee the management of donors and funders through a clearly defined pipeline. The post holder will be the stewardship lead for the team, creating donor recognition plans and materials as needed, overseeing a calendar of stewardship events and supporting

the team to create donor development plans focused on long term, strategic relationships and offering excellent donor experience. Responsibility for KPI reporting will also sit in this role. This role is a critical support role to allow colleagues across the team and is integral to us achieving our impact and reach as a charity.

MAIN DUTIES AND RESPONSIBILITIES:

- Research and identify key prospects (both generally and in relation to specific funding needs or opportunities)
- Build and manage the donor/funder pipeline across the team, and to lead on 'moves management' to ensure we are effectively managing and supporting potential and existing donors and funders to have a great experience and chose to support Diabetes UK.
- Lead on a clear recognition strategy for donors and funders – and to deliver the activity to support this as required
- Support the team to rollout and manage a sector leading stewardship programme for all high value donors
- Work with the Head of Team and Senior Managers, agree KPIs and targets for the team and to lead on monitoring and reporting on these
- Work closely with Diabetes UK legal and compliance leads to offer expert knowledge, support and guidance on data protection and consent for the P&P team
- Keep up to date with knowledge and understanding of the Data Protection Act, GDPR, ICO guidelines, and any other relevant legislation and guidelines and how it impacts on fundraising.
- Responsible for the supporting and line managing the Research and Stewardship Executive

PROSPECT RESEARCH

- Ensure systems, processes and information are effective to deliver an efficient prospect research function.
- Lead and embed P&P due diligence processes, ensuring they are in line with Charity Commission and organisation policy
- Lead on data and CRM functionalities, maintaining the database of donors and prospects,
- Work closely with IT to ensure members of P&P team are fully trained, to update processes as needed and to support the team to make full use of the system

PLANNING, REPORTING AND PIPELINE MANAGEMENT

- Build and maintain a pipeline across all the high value fundraising areas in line with the teams' plans and strategy
- Lead on status reporting of donor/funder relationships and identify where action is needed by the team

STEWARDSHIP AND RECOGNITION

- Develop and implement a donor recognition strategy.
- Support with the production of regular stewardship materials
- Oversee the delivery of a stewardship events programme, supported by the Research and Stewardship Executive and team as a whole
- Work with the team to ensure donor development plans are in place, and that we provide an excellent experience to current and prospective supporters

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrate great research skills
- Demonstrate an in depth knowledge of the market
- Build strong relationships with colleagues in fundraising and across the organisation

The best person for this job will have experience in:

- Supporting high value funding teams to deliver prospect research or similar
- KPI and other performance reporting
- Project management skills
- Developing high value pipelines and donor recognition and stewardship plans
- Managing and supporting their line reports to achieve their objectives

The best person for this job will be:

- Outcome and delivery focused
- Equipped with great research and insight skills
- Dedicated to providing an excellent donor experience