

Job Description

Job Title: Relationship Manager

Work Location: Witney (minimum 40% office based)

Who We Are

Every day, millions of Christians risk their lives to follow Jesus. In more than 70 countries, Open Doors supports them by supplying Bibles, providing emergency relief and helping persecuted believers stand strong for the long-term. In the UK and Ireland, Open Doors helps the church to pray, give and speak out for those who share our faith but not our freedom.

Job Summary

As part of the Partnerships team, you will manage relationships with individual supporters that aid further growth in giving – with specific attention to engagement, retention and new support. This includes engaging potential supporters, managing a caseload of supporters, developing bespoke proposals to meet individual giving criteria. The role will also manage appropriate events, travel and other communications for our Partnerships team.

About the Team

Reporting to the Head of Partnerships, you will be an essential part of a team including the Partnerships Coordinator, another Relationship Manager and a Trusts Manager, as well as other key contacts within the Relationship Management Hub, the Marketing and the Communications Teams.

Hours & Travel

37.5 hours per week. Usually between 8.00am to 6.00pm Monday to Friday, with a minimum of 2 days per week based in the Open Doors office in Witney. Wednesday is a mandatory office day. This position involves some unsociable working hours at conferences and events for which TOIL (time off in lieu) may be claimed. The role requires some networking/face-to-face meetings around the UK.

Responsibilities and Requirements

A) The implementation of a Partnerships strategy:

- to work with the Head of Partnerships to create an annual plan that delivers an agreed Partnerships Strategy for high net-worth donors (current and potential)
- to create and manage a mixed caseload of supporters to deliver income targets for new and existing partners
- to work with a group of partners to ensure they receive timely and accurate information about potential funding, and later the impact of their donations
- to ensure all communications are consistent, reflect the Open Doors brand and are accurate, while observing appropriate security levels and complying fully with industry best practice for fundraising and data protection, including GDPR
- to work closely with the Partnerships Coordinator to report performance and progress, measuring response to all activity and applying insights to maximise response

B) Specific areas:

Growth

- to work with the Head of Partnerships to identify and connect with potential high net-worth supporters, via events, through our welcome process and other activities

- to manage a caseload of high value donors and work with them to engage, retain and grow this group of individuals and income
- to work with the Marketing Communications team to develop a plan for mid-value supporters

Welcome

- to work with the Head of Partnerships, plus the Marketing and the Communications Teams to ensure new partners receive an excellent welcome experience, including our digital platforms, either through the main welcome process or through bespoke communication

Development

- to ensure individuals with a qualified giving capacity or history are offered appropriate funding proposals This includes: special projects, general appeals, travel and event follow-up, and regular giving programme(s)
- with the Partnerships Coordinator, manage the planning and advertising of Partnerships team events, which include but are not limited to online prayer meetings, travel, and traditional in-person events

Retention

- ensuring partners receive appropriate feedback on the impact of their support and prayers
- overseeing the delivery of events and private briefings for major donors, liaising with the Head of Partnerships and events team to ensure effective promotion (invitations), effective events such as confidential briefings and dinners as well as ensuring appropriate follow-up and evaluation

Travel

- To increase supporter engagement with our ministry vision by offering and leading trips to our field teams, so supporters can have the transformative experience of visiting our persecuted church family.

The above job description is a guide to the work the job holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Applying Your Christian Faith to This Role

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- attending and contributing to daily devotions (this can be for the whole team or just smaller departmental groups)
- participating in retreats, days of prayer and fasting, etc
- committing to private prayer for the work associated with this role, for the volunteers, and closest colleagues
- working in such a way to reflect biblical principles of leadership and service
- applying biblical principles of godly stewardship to operational responsibilities
- being open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else

- responding to the prompting of the Holy Spirit in making decisions or communications.

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All members of staff at Open Doors are expected to actively participate in this shared time and members of staff take it in turns to lead the act of collective worship.

Limits of Authority

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

Key Attributes

The following represent key attributes we are looking for in the successful candidate:

Calling

- committed Christian who is completely in sympathy with the calling and mission of Open Doors
- passionate about the persecuted church, with a vision and passion for communicating the message of the persecuted church

Competency

- A-level or equivalent qualification
- exceptional interpersonal skills
- excellent verbal and written communication skills
- ability to work well as part of both a small team, and a wider department
- ability to relate well to other team members, trustees, and the general public
- experience in fundraising, or work communicating with high net-worth individuals
- strategic thinking skills
- desire for continuous improvement, innovative and creative mind set
- strong IT skills, including Microsoft Office and database experience
- ability to influence and communicate to a wide range of people in an inspirational way
- outward looking and responsive to new opportunities
- meticulous attention to detail

Character

- able to work effectively under pressure
- responsible and mature outlook
- high standard of personal hygiene; clean, tidy and professional appearance
- a positive and professional approach, both internally and externally
- willingness to work beyond normal office hours when required

Culture

- chemistry with Open Doors staff
- commitment to Open Doors' Core Values.

In addition, it would be beneficial for you to demonstrate the following:

- degree or equivalent

- experience in a relationship management role
- experience of developing strategies to increase the engagement of major donors
- member of the Institute of Fundraising, or working towards this
- knowledge and experience of CRM systems, and reporting
- knowledge and understanding of digital platforms such as LinkedIn, Facebook, etc.
- strong networks/connections within the UK Christian community.

Enhanced disclosure information may be requested from the DBS in the event of a successful application.

Our Statement of Faith

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;
and in Jesus Christ His only Son, our Lord,
who was conceived by the Holy Spirit;
born of the Virgin Mary;
suffered under Pontius Pilate;
was crucified, died and was buried.
He descended into hell,
the third day He rose again from the dead;
He ascended into heaven, and sits at the right hand of God the Father Almighty,
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;
the holy Christian Church;
the communion of saints;
the forgiveness of sins;
the resurrection of the body;
and the life everlasting.