**Stewardship Manager**

**A group of people in scrubs posing for a photo

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Staff celebrating the opening of the donor-funded Cecil Rosen Intensive Care Unit Sky Garden

**CONTENTS**

**About us 03**

**Job description 05**

**Person specification 07**

**Benefits 08**

**How to apply 09**

**ABOUT US**

**Our Vision**

Our vision is for everyone served by the Royal Free London NHS Foundation Trust (RFL) to have access to world-leading healthcare, delivered by a thriving workforce, and driven by medical research that has a global impact. We support the 12,000 staff of the RFL and their 1.6 million patients across Barnet, Chase Farm and Royal Free hospitals, and more than 30 NHS services.

**What we do**

Through the services we provide, and the programmes and equipment we fund, we make a profound and immediate difference to patients’ experiences of care. Our volunteering, support hub, and complementary therapy teams enhance the hospital journey for all patients – whether they live locally, or come from further away to access the trust’s specialist services.

Our support of the RFL workforce enables staff to perform at their very best. Spanning individual professional development and training through to organisation wide interventions, our initiatives bolster employee resilience and mental health so staff can achieve the best outcomes for patients.

We fund ground-breaking research with the potential to change people’s lives, whether it’s through our grant programmes, commissioned research, or delivering major capital funding appeals.

**Our approach**

We are a solution-focused strategic partner to the RFL, helping our hospitals to go further and faster than the NHS could do alone. We believe funding decisions should be made based on strategic priority and impact, with a strong focus on working closely with staff and patients to reach a shared outcome (coproduction).

The Royal Free Charity (the charity) invests in:

* enhanced support for patients
* vital support for our staff
* ground-breaking research and innovation
* cutting-edge medical equipment

The generosity of our donors, fundraisers and volunteers enables us to do this.

**A person running in a marathon

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**Fundraising department**

Our dynamic fundraising department generated £4.5 million through donations in 2023/2024, and we are now preparing for an ambitious multi-million-pound campaign in support of a ground-breaking cancer centre on the Royal Free Hospital site.

We pride ourselves on being supporter focused and agile, working at the heart of the charity to deliver impact for patients and staff across our hospitals.

Responsible for attracting and retaining donors, and delivering an outstanding supporter experience, the fundraising department comprises two teams which work closely together to achieve our shared objectives:

* Our **Philanthropy & Campaigns** team builds relationships with individual philanthropists, trusts, foundations, corporate organisations, and intermediaries, giving or facilitating donations of £10,000 or more to the charity each year. They lead major appeal activity for the charity, currently focused on the acquisition of a new surgical robot, our forthcoming cancer campaign, our essential volunteering, complementary therapy and support services, the charity’s first patrons’ programme, and special events to support these activities.
* Our **Public Fundraising** team harnesses the support and energy of individuals and groups, helping them to give back in the way that works for them. This includes committed giving, in memory support, gifts in wills, and fundraising events and challenges. Our database and supporter care teams sit within public fundraising, with their work underpinning and supporting the entire department.

Building on our achievements, our board of trustees has agreed to invest in expanding the fundraising team to develop a sustainable infrastructure that will support our growth ambitions.

**JOB PURPOSE & DESCRIPTION**

* Salary: £36,000 - £41,000 (depending on experience, pro rata for part-time)
* Full time: 37.5 hours per week (we welcome flexible working requests)
* Hybrid working for the foreseeable future, with attendance in the office two days a week, including Thursdays, at our central office:
  + Pears Building, Pond Street, London, NW3 2PP

Other office days may be worked from our other sites at:

* + Barnet Hospital, Wellhouse Lane, Barnet, EN5 3DJ
  + Chase Farm Hospital, 127 The Ridgeway, Enfield, EN2 8JL

**Job Purpose**

We are seeking a creative and driven stewardship manager to join our team on a permanent basis. Working alongside members of the wider team, you will lead on creating and delivering a gold-standard experience for major donors supporting the Royal Free Charity, showcasing the impact their support has across our hospital sites. Your efforts will play a key role in ensuring continued, uplifted support of the charity.

You will play an important role within our operations team, helping to build relationships, and increase income, in a pivotal year for the charity. The role will offer significant scope for development, giving you the opportunity to grow your skillset in a supportive, ambitious, and high-performing team.

The role reports to the senior philanthropy operations manager.

**Principal accountabilities / responsibilities**

* Work with members of the philanthropy & campaigns team and the operations team to create and deliver a gold-standard stewardship experience for major donors supporting the Royal Free Charity, being actively involved across the cycle of a relationship before, during and after a gift.
* Lead on the charity’s approach to thanking and recognition of our major donors.
* Develop high quality and bespoke impact reports, newsletters and communications for supporters to convey the impact of their support, bringing them closer to the cause.
* Develop other key stewardship touchpoints and engagement opportunities for supporters, while remaining aware of different levels of giving.
* Work proactively in identifying potential stewardship opportunities, sharing ideas and suggestions with members of the team.
* Develop a plan for stewarding corporate supporters.
* Support our special events manager with developing and implementing a high-quality events programme, tailored to the interests of our audiences.
* Act as a subject matter expert on all donor relations and stewardship delivery queries.
* Work collaboratively with colleagues across the organisation (particularly fundraising and communications colleagues) and hospital sites, to collate information and content to support stewardship activities.
* Monitor and evaluate the delivery and impact of stewardship activities, proactively seeking to improve our offer.
* Work with colleagues to ensure that relevant policies and activities are compliant and reflect sector best practice.

This job description is not exhaustive; the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.

**PERSON SPECIFICATION**

**Qualifications, experience, skills and knowledge**

**Qualifications**

No specific qualifications are required for this role.

**Experience, skills and knowledge**

* Experience of providing excellent donor or partner stewardship within a fundraising environment or equivalent.
* Exceptional written communication, attention-to-detail and proofreading skills, as well as a talent for storytelling.
* To be able to communicate effectively with donors and colleagues.
* The ability to interpret technical language and convey it in an accessible way.
* Excellent interpersonal skills, with the ability to develop relationships with a range of individuals.
* Strong project management skills, with a proven ability to manage multiple projects and deadlines, as well as act flexibly.
* An understanding of fundraising and stewardship regulations and trends.
* Willingness to keep abreast of sector developments and to engage with peers across the sector to help inform our delivery.

**All staff are expected to:**

* Work to the charity’s vision and mission, and adhere to our values of

dedication, innovation, partnership, energy and respect. These underpin

everything that we do.

* Treat everyone equally, regardless of sex, age, disability, gender reassignment, race, ethnicity, religion or belief, sexual orientation, or any other protected characteristic.
* Be flexible and respond to business needs.
* Read and adhere to the Charity policies, and all relevant legislation and

ensure that any team members who report to you do the same.

* Be aware of and have a good understanding of Health and Safety at Work

and the Fire Procedure.

* Attend meetings and training as required, including one to ones with your

line manager

**BENEFITS**

**Core benefits**

* **A group of women wearing matching black shirts

  Description automatically generated**25 days of paid holiday, plus three-day office closure rest period between Christmas and New Year, and UK bank holidays. This increases to 30 days leave after five completed years of continuous employment (all leave is pro rata for part time employees).
* A contributory pension scheme, where we match your 4% contribution towards your pension. If you choose to increase your payments into your pension scheme, we’ll match your contribution up to 9%.

Members of our complementary therapy team

* A sick pay package that offers one month’s full pay and one month’s half pay in any 12-month period if you’ve been with us for less than two years. This rises to two months’ full pay and two months’ half pay in any 12-month period after two years of continuous employment.
* Occupational maternity pay and paternity pay packages that provide more generous support than statutory pay alone.
* A flexible working policy to support our employees’ work/life balance.

**Support for your financial wellbeing**

* Expert financial advice from our financial partner, the London Credit Union
* Salary Sacrifice Scheme
* Savings on purchases with the Blue Light Card
* Our Death in Service benefit

**Support for your health and wellbeing**

* Subsidised gym, pool and classes at our Rec Club in Hampstead
* Secure bicycle parking and shower facilities at our Hampstead site
* Fortnightly guided meditation
* Free massage therapy from our complementary therapy team
* Menopause peer support group
* Employee Assistance Programme offering 24-hour access to free confidential

advice and support on work and personal issues.

**HOW TO APPLY**

To apply for this post, send to jobs@royalfreecharity.org your:

➢ CV (please include your last employer and dates of employment)

➢ Cover letter (please use your written statement to explain why you are keen to work at the Royal Free Charity and your suitability for the role as detailed in the role description. Please also consider when writing your statement that strong writing skills are important for this role)

**Closing date for applications:**

**Interviews:**

You must be eligible to work in the UK.

If you would like any accessibility amendments or support throughout the application and interview stage, please let us know. No question or request is too big or too small. We want this experience to be comfortable and enjoyable and a chance for you to bring your best self to the process.

We look forward to receiving your application.

**THANK YOU**