
PHILANTHROPY STEWARDSHIP EXECUTIVE THE ROYAL MARSDEN CANCER CHARITY

JOB DESCRIPTION

JOB TITLE:	Philanthropy Stewardship Executive
SALARY:	Competitive
BENEFITS:	Employee benefits and staff rewards
CONTRACT:	Permanent
HOURS OF WORK:	37.5 per week
EMPLOYER:	The Royal Marsden Cancer Charity (RMCC)
DIRECTORATE:	The Royal Marsden Cancer Charity (RMCC)
RESPONSIBLE TO:	Stewardship and Philanthropy Comms Manager
ACCOUNTABLE TO:	Associate Director of Philanthropy, The Royal Marsden Cancer Charity
LOCATION:	Chelsea (but also required to work in Sutton)
LIAISES WITH:	<p>Head of Trusts and High Value Committees, Head of Individual and Corporate Philanthropy, Philanthropy Managers and Executives, Prospect Research Manager and Executives.</p> <p>Community, Legacy, Individual Giving, Database and Finance teams.</p> <p>Marketing, Communications and Digital teams.</p> <p>RMCC donors, supporters and volunteers. Royal Marsden senior leadership and medical staff.</p>

Overview of post

The Royal Marsden Cancer Charity exists to raise funds for state-of-the-art equipment, ground-breaking research and to create the very best patient environments within The Royal Marsden.

Along with funding an existing world-class programme of research and care, we are also in the early stages of The Royal Marsden Cancer Charity's most ambitious capital appeal to date. Through this appeal we have committed to delivering a capital redevelopment project, The Clinical Care and Research Centre, which will provide radical new solutions for the treatment of cancer.

In the last two years, the Philanthropy team has seen rapid growth, going from a team raising c. £3m a year to in the region of £18m. In the last year, the team has secured a significant number of 6, 7 and 8 figure pledges of support for major individual, trust and corporate supporters. The charity has ambitious plans to continue to develop its high value fundraising and will only achieve these plans by ensuring the stewardship we offer our supporters demonstrates the impact of their support in a creative and personal way. The role of Philanthropy Stewardship Executive is an exciting opportunity to play a significant part in helping the high-performing Philanthropy team realise its growing ambitions.

After recent investment in the stewardship of our high value supporters, this role will support the delivery of our new stewardship programme, helping to provide fundraisers with the tools, knowledge and means to develop the best possible relationships with our supporters. You will play a key role in the tracking and recording of our high value supporter giving levels. This role will also lead on the bespoke thanking of significant donors, where we want to think creatively about how to recognise the support of a donor who has gone above and beyond for the benefit of our patients.

This role would suit someone who is enthusiastic and process-driven and has an understanding of the importance of excellent donor stewardship. You will be highly organised with an eye for detail. This role is vital to ensuring a sector-leading supporter experience for our high value audiences.

KEY TASKS AND RESPONSIBILITIES

1. Bespoke thanking

- Project manage the bespoke thanking of high value donors from inception to delivery
- Work collaboratively with members of the fundraising and marketing teams as well as external suppliers, ensuring projects are delivered on time, within an agreed budget, according to brand guidelines and to an exceptional standard

2. Recognition

- Support the Stewardship and Philanthropy Comms Manager in the tracking of recognition opportunities offered to supporters
- Keep an accurate record of all physical recognition within the hospital
- Coordinate the updating of donor recognition boards and annual donor listing in the charity Impact Report

3. Stewardship tracking

- Ensure regular data reports to accurately track giving levels of high value supporters
- Measure the success of stewardship activity

- Support on the development and implementation of bespoke stewardship plans for highest value donors

4. Liaising with wider charity and advising on stewardship best practice

- Advise other Charity teams on appropriate stewardship, to ensure consistency across giving levels
- Occasionally work with other Charity teams to help deliver excellent stewardship

5. Working alongside the Philanthropy Communications Executive

- Support and collaborate with the Philanthropy Communications Executive where required to ensure all tasks are delivered on time

GENERAL RESPONSIBILITIES

- Promote the work of The Royal Marsden Cancer Charity both internally and externally.
- Work collaboratively with other teams in the charity when required, to undertake data processing tasks using Raisers Edge to the highest standard of accuracy and to cover their role during holiday time.
- Undertake any other duties that are commensurate with the grading of the post as requested by the Line Manager.
- Build relationships at all levels to ensure the successful delivery of philanthropy comms and donor stewardship.
- Ensure that donor records are accurate and kept up to date and that all information relating to donors is produced and stored in line with data protection regulations and best practice.

PERSON SPECIFICATION

Experience of office work	E
Attention to detail and meticulous organisational skills	E
Experience of developing and maintaining administrative systems	E
Ability to work in a team and on own initiative	E
Excellent written and verbal communications skills and the ability to present information for a range of audiences in a variety of formats	E

Computer literacy, including Excel and Word	E
Commitment to working in a supporter-focused environment	E
Demonstrable interest in fundraising	E
High level of flexibility, initiative, self-motivation and energy	E
Able to problem solve, adaptable and flexible	E
Initiative, creativity, energy and enthusiasm	E
Commitment to the core values of The Royal Marsden	E
Educated to degree level	D
Experience of using a complex CRM database – preferably Raiser's Edge	D
Experience of negotiating and managing relationships with external suppliers	D
Experience of working in a donor/customer care environment	D
Experience of or interest in working with Adobe design software	D

Confidentiality and Data Protection Act

All employees of The Royal Marsden NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff (please also see the Trust's policy on Whistleblowing). In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Safeguarding Children and Vulnerable Adults

All staff must be familiar with and adhere to the Trust's child protection and safeguarding adult policies and procedures. All staff are required to attend child protection and safeguarding adults awareness training, additional training and supervision regarding child protection relevant to their position and role.

Health and Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

Customer Service Excellence

All staff are required to support the Trust's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

Emergency Planning

In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs. The policy also applies to staff working within the Trust.

No Smoking Policy

It is the policy of the Trust to promote health. Smoking is actively discouraged and is prohibited in most areas of the Hospital, including offices, with the exception of designated smoking areas on both sites.

Review of this Job Description

This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organization, in which case it will be reviewed in conjunction with the post holder.

Terms and Conditions of Employment

This post is exempt from the Rehabilitation of Offenders Act 1974, meaning that any criminal conviction must be made known at the time of application.