

Job Description

Job title	Fundraising and Supporter Relations Officer
Reporting to	Operations and Events Lead
Staff responsibility	None
Location	London-based (with some flexibility to work from home)

What we do

Theos is a Christian think tank which seeks a world in which Christian ideas about human flourishing are drawn upon to answer some of the world's biggest challenges. We stimulate debate about the place of religion in society, challenging and changing ideas through research, commentary and events.

Theos is part of Bible Society. Around the world, we're translating, producing and distributing the Bible, helping people learn to read it and relate it to their everyday life, and equipping pastors, teachers and other Bible communicators to promote its message. In England and Wales, we're resourcing churches and individual believers to increase their confidence in the Bible and working to change the perception of the Bible in wider culture. We believe the Bible is God's gift to the world, and we want everyone to discover its message for them.

Summary of role

This role will oversee the effective running of the Theos supporter relations programme and support the work of growing our fundraising from individual donors and supporters. The role will initially work with the Theos director and wider team to establish a revised supporter programme (including a new legacy stream), and subsequently have responsibility for its co-ordination, reporting and development.

Main responsibilities

Delivery of supporter programme

- Manage Theos' relationships with supporters through the administration of a key donor relationships programme, with the objective of increasing giving to and partnership with Theos
- Contact, track, invite and thank key supporters and donors
- Utilise and develop Theos' contact database and ensure that all relevant information on people and activity is captured in compliance with data protection legislation
- Work closely with the Theos director and Communications team to send out mailings, reports and marketing material that inspires generous support of Theos' work
- Work closely with the Communications team to explore creative ways of inspiring support across our digital and social media channels, as well as devising and developing a Theos case for support to inspire giving
- Identify prospects and support the SLT to build, maintain and strengthen relationships with key supporters and donors
- Develop and integrate legacy fundraising into our existing supporter programme

- Work closely with Bible Society's Philanthropy and Fundraising teams to identify opportunities to increase giving to Theos
- Work with the operations and events administrator to identify and co-ordinate supporter events, and integrate supporter messaging into other Theos events
- Work with the wider team to cohere the supporter programme with our wider fundraising strategy (collaborating on which projects are supporter-funded, and which are for trusts/foundations)

Supporter database management

- Explore development and improvement of the database (Salesforce)
- Pursue data-driven ways of building relationships, e.g. using the database to identify people who are engaged followers but not yet donors
- Prepare and send out mailings of reports to Theos donors
- Monitor ongoing financial performance against fundraising targets and make improvements where needed

General

- Adhere to our policies and standards in all areas of your work
- Carry out ad hoc duties that may be required to ensure we maintain our effectiveness
- Participate fully in the corporate life of Bible Society, by attending All Staff Meetings and departmental meetings as required

Who we need

Qualifications, knowledge, experience and skills

Essential

- Hands-on experience of running a fundraising and supporter engagement programme
- Significant experience in charity fundraising, e.g. with individual giving, legacies or philanthropy
- Working knowledge of charity fundraising principles and practices
- Proven ability to work well within a team and willingness to encourage and nurture other team members in relationship-building
- Hands-on knowledge of managing a CRM database, e.g. Salesforce
- Excellent written and oral communication and copywriting skills, with the ability to make a cogent and compelling supporting case for each project
- Good organisational skills and the ability to prioritise multiple tasks proficiently
- A demonstrable understanding of what drives and motivates potential and existing supporters and donors
- Working knowledge of charity fundraising legislation

Desirable

- Good understanding of and sympathy with Christian public theology and of Theos' mission and objectives

Personal attributes

- Outstanding interpersonal skills, with the ability to build positive relationships and connect supporters' interests with opportunities to give to Theos' work
- A strong eye for detail
- Self-motivation and the ability to take the initiative but also follow detailed instructions
- Creative thinking
- Flexibility and adaptability within role
- Ability to carry out duties with good humour, tact and diplomacy
- Commitment to the work, values and objectives of Theos

Culture and character

Culture

We're committed to building on our unique culture, which is based on our Christian faith and seeks to bring out the best in our people.

We want to build a culture that demonstrates our values:

Prayerful – we're honest, attentive and humble, because we work in the sight of God

Imaginative – we're experimental, creative and dynamic, because we're made in the Creator's image

Bold – we're willing to work hard and face hard questions, because we trust each other

Skilful – we study, learn and practise, making the effort to serve others with our best

Joyful – we enjoy our work and seek to build others up, because we're designed to flourish together

Character

As well as recruiting for talent, experience and expertise, we're interested in the character of our staff. We'd like to know how you demonstrate the following:

Character for leadership – you'll be self-aware and know what it takes to connect well with others, enabling you to inspire, challenge and support them.

Character for teamwork – you'll have strong interpersonal skills, loyalty to and respect for colleagues, and a collaborative style of solving problems through a shared sense of common mission and purpose.

Character for followership – you'll be committed to our vision and mission, and will constructively and proactively support these so we operate effectively.

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