



ROLE PROFILE

KEY RELATIONSHIP EXECUTIVE

Full-time, permanent

ROLE PURPOSE

To build quality relationships with all mid donors who give between \$500 and \$9,999 as well as qualifying a caseload of those who show particular interest in IFES. To secure funds by assuring that as many as possible are retained as continuing donors to the ministry and are upgraded in their giving and involvement.

POSITION DESCRIPTION

In this role, your accountabilities and responsibilities are...

- Building and managing relationships with 200+ mid-level donors to raise funds for IFES through the telephone, emails and special thank you's, supported by prospect research from the Major Gift Program Coordinator.
- Preparing project information for direct mail pieces to this segment.
- Following up with personal telephone thank you's and emails.
- Proactively approaching supporters by e-mail and telephone asking for donations for specific projects.
- Arrange special events to thank groups of IFES mid donors.
- Create a personal plan for each 'qualified' donor (minimum of quarterly contact), taking into account the individual donor's interest, motivations, giving patterns, and Ask preferences. Execute that plan on a timely basis so that individuals are retained and upgraded.
- Work with staff and the Communications team to secure appropriate ministry and project information, including budgets, to create effective offers, proposals and Asks.
- Create compelling direct mail pieces from project offers as appropriate –could be one offer or up to three optional projects in one mailing.
- Create monthly reports that accurately reflect activity and performance.
- Secure relevant information and prepare update reports for donors who have supported specific projects to inform them how their money was used.
- Manage records to ensure all information is held centrally and within the Data Protection Act.
- Perform other mid donor activities as required.

In this role, you will work with different people and teams, they are...

- the Senior Key Relationship Executive and the Major Gift Program Coordinator
- the wider Global Advancement Team
- Staff from International Services teams in the UK, USA, and Malaysia
- Staff from IFES regions and global ministries
- Current IFES donors

PERSON SPECIFICATION

Category	Essential	Desirable
1. Physique/impact on others	Professional and friendly manner on paper, email, telephone and in person.	
2. Qualifications	Bachelor's degree (or equivalent).	
3. Knowledge & Experience	<p>Previous experience in fundraising or related area e.g. marketing or sales.</p> <p>Proven track record of working to plans and targets, delivering results as part of a small team.</p>	<p>Cross-cultural experience.</p> <p>Experience in planning and delivering successful events.</p> <p>Experience in CRM database management.</p> <p>Familiarity with implications of GDPR for charitable fundraising.</p>
4. Skills	<p>Well-developed interpersonal skills, able to foster and develop strong relationships with donors, peers, and management.</p> <p>Excellent verbal and written communication skills.</p> <p>Strong influencing and negotiating skills.</p> <p>Strong analytical and numerical skills. Ability to create reasonable financial goals for each donor.</p> <p>Strong organisational and project management skills – able to prioritise and manage a complex workload to meet targets and engage and secure contributions from others as needed to meet deadlines.</p> <p>Strong attention to detail and data management skills. Able to maintain the CRM database and create timely reports.</p> <p>Able to work under pressure.</p> <p>Computer literate with a high level of competence using MS Office programmes, including Word, Excel, and Outlook with a good understanding of CRM databases.</p>	<p>Working knowledge of another language, ideally French or Spanish.</p>

<p>5. Disposition/personality</p>	<p>Friendly and approachable, good at building rapport.</p> <p>Willingness to learn and committed to own professional development.</p> <p>Positive “can do” attitude with a creative solutions-focussed approach.</p> <p>Self-starter able to work collaboratively within and across teams.</p> <p>A committed Christian in lifestyle, in agreement with IFES stated aims and doctrinal basis.</p>	
<p>6. Motivation</p>	<p>Passionate about the vision and work of IFES.</p> <p>Driven to achieve targets.</p>	

THE BEHAVIOUR INDICATORS EXPECTED IN THIS ROLE ARE...

Delivering results: This is about delivering through others with clear plans and an empowering approach to ensure accountability for delivery of customer outcomes.

Learning and improvement: This is about promoting an improvement, no-blame environment giving people confidence to try out new things and make and learn from mistakes.

Communicating and influencing: This is about role-modelling a truly open and transparent approach, communicating with impact around key messages, and reflecting Biblical values in interactions with staff and external stakeholders.

Acting as one team: This is about creating opportunities to work alongside, learn and solve problems collaboratively with a range of people across teams.

Enabling change: This is about helping others in times of change or uncertainty, giving them the confidence to trust and believe in you and IFES goals.

Making decisions: This is about setting priorities and enabling effective decisions based on appropriate analysis, data and understanding of customer requirements.

Engaging people: This is about creating opportunities for relationship building and building a supportive, respectful working environment.

Christian spirituality and discipleship: Playing a key role in the spiritual life of the office, including praying for colleagues and the ministry of IFES.

Christian witness: demonstrating Christian spirituality in your lifestyle and a regular commitment to a local church.

Division: International Services UK	Department: Key Relationships	
Reporting To: Chief Advancement Officer	Location: Oxford, UK Occasional travel required	
Number of Direct Reports: 0	Job Level: F <i>HR Use Only</i>	Job Ref No: <i>HR Use Only</i>

SAFEGUARDING

IFES is committed to safeguarding the well-being of all service users, employees and volunteers who are involved in or affected by our work. All children and adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to equal protection from all types of harm or abuse and the right to be treated with respect and dignity.

All employees and volunteers have a duty to prevent the abuse of children and adults and report any safeguarding concerns to the relevant person.