



ROLE PROFILE

SENIOR KEY RELATIONSHIP EXECUTIVE

Full-time, permanent

ROLE PURPOSE

To secure funds for IFES by qualifying and managing a group of major donor prospects (individuals) assuring that as many as possible give annual gifts over \$10,000 and are continually upgraded in their giving and involvement.

POSITION DESCRIPTION

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

1. To raise income from major donors (some giving through personal trusts) by initiating and developing long-term relationships with new and existing donors:

- To develop effective and influential relationships with major donors through face-to-face meetings, written, digital and telephone communication and, where appropriate, small lunches and dinners.
- Considerately and deliberately present the needs of IFES in a compelling manner to potential donors.
- Oversee the creation of individual monetary goals for each person on the caseload (qualified portfolio of major donors) based on the donor's history of giving and the organisation's research of that donor's potential.
- Create individual donor development plans using specific and clearly thought-out steps (touch points) to engage donors based on their interest, passion, and values, receive financial gifts, grow the relationship, and transform their experience with IFES.
- Work in collaboration with programme staff, Directors, and other experts to develop the most effective plan for each major donor.
- Oversee a programme of personal visits through which individual major donors/prospects can see and/or experience IFES work.
- Produce high quality written proposals (with coordinating executive support) and be able to tailor a meeting to meet a major donor's personal interests.
- To make face-to-face Asks at appropriate times, using appropriate peers if required, to deliver income targets.
- Demonstrate excellent stewardship skills using innovative and inspiring ways to thank donors and demonstrate the impact of their gifts.
- Update major donors with comprehensive and timely reports, according to the outcomes of the work they have funded.
- Meet activity targets and follow prescribed internal processes to ensure effective engagement with major donors.
- Work closely with the General Secretary and other senior staff on major donor activity and draw on contacts and relationships for the purpose of income generation.
- Work with team colleagues to deliver a joined-up programme of relationships and income generation.

- To promote the IFES profile at strategically significant philanthropic conferences or forums.

2. Team strategy

- Contribute to team strategy in achieving objectives and targets in line with fundraising's objectives and targets.
- Input and offer leadership to the developing the case for support, programme values, programme price matrix, prospect research and donor recognition opportunities.
- Input into developing a communications strategy that focuses on personalised communications with major donors and prospects.
- Work with leadership to identify the best person to approach donors initially.

3. Efficiency and effectiveness of the team

- Produce monthly reports that accurately reflect caseload activity and performance.
- Report against income and expenditure budgets.
- Fully utilise The IFES database, to ensure information is available that builds and maintains good relationships.
- Maintain written and electronic records of every activity, meetings, and phone calls, with major donors and prospects, in compliance with data protection legislation.

4. Represent the Key Relationships Team

- Assist in the developing of a culture within IFES that engages the wider staff team in productive relationships with major donors.
- Engage with colleagues, the General Secretary, and senior staff to ensure the maximum income possible through joined up working.
- Enthusiastically work with and fully support the work of IFES and encourage others to do the same.

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

- The wider Global Advancement team
- The General Secretary and IFES Senior Staff
- Staff from International Services teams in the UK, USA, and Malaysia
- Staff from IFES regions and global ministries
- Current and prospective donors

PERSON SPECIFICATION

Category	Essential	Desirable
1. Impact on others	<p>Excellent communicator and relationship builder.</p> <p>Diplomatic, persuasive, and credible at senior level.</p> <p>Professional and friendly demeanour that motivates and inspires confidence with colleagues and major donors.</p>	
2. Qualifications	<p>Bachelor's degree or equivalent professional qualifications.</p>	
3. Knowledge & Experience	<p>Experience of managing relationships with individuals at senior or Board level within the charity or corporate sector.</p>	<p>Knowledge and understanding of the Fundraising Regulators' Code of Fundraising Practice and Data Protection.</p> <p>Cross-cultural experience.</p>
4. Skills	<p>Outstanding personal skills – a strong relationship builder able to discover what interests the donor, what is appropriate communication and what is the appropriate level of financial Ask.</p> <p>Ability to match the donor's interest with a suitable IFES project.</p> <p>Strong analytical and research skills – able to match the donor's interest with a suitable IFES project, able to identify prospects and trends in giving.</p> <p>Able to monitor and compile data to develop metrics for reporting and to support decision-making.</p> <p>Demonstrable strong influencing and negotiating skills.</p> <p>Excellent written and oral communications skills: able to craft and deliver compelling messages and produce concise, persuasive information.</p> <p>Ability to prioritise work to daily, weekly, and monthly targets.</p> <p>Ability to develop excellent working relationships with IFES staff, the Board, and volunteers.</p> <p>Able to work under pressure, managing conflicting demands and prioritising</p>	<p>Working knowledge of another language, ideally French or Spanish.</p>

	<p>effectively to meet deadlines and manage a complex workload.</p> <p>Demonstrate awareness of relationships in an interdenominational Christian organisation and be sensitive to working with people from different contexts.</p> <p>Computer literate with a high level of competence using MS Office programmes, including Word, Excel PowerPoint with a comprehensive understanding of CRM databases.</p>	
5. Disposition/personality	<p>Self-motivated with strong initiative, able to work effectively with little supervision.</p> <p>Solutions-focussed with a “can do” approach.</p> <p>Seeks feedback on performance and willing to act upon it.</p> <p>Committed to own professional development and maintaining high standards of professionalism within the team.</p> <p>A committed Christian in lifestyle, in agreement with IFES stated aims and doctrinal basis.</p>	
6. Motivation	<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 Travel required to meet donors	
Direct Reports:	Job Level: E <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.