

HEAD OF STEWARDSHIP AND OPERATIONS: PARTNERSHIPS AND PHILANTHROPY

Job Level	6	Kornferry Function	CA19
Directorate	Partnerships & Philanthropy	Function/Service	Stewardship & Operations
Direct Reports	3	Indirect Reports	11
Line Manager Title	Director of Partnerships & Philanthropy	Budgetary Responsibility	£750,000

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in [Our Leadership Framework - RedRoom](#).

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	This role is central to the growth of the Partnerships and Philanthropy function, working across the department to support major donors, trusts and foundations, institutional funders, and corporate partners. The Stewardship & Operations (S&O) team supports relationship managers to identify new supporters, build meaningful relationships and grow donor engagement over time. The team provides the insight, expertise, resources and opportunities that help turn prospects into partners and supporters into long-term champions of the British Red Cross.
Key Responsibilities	<p>Leadership and Team Culture</p> <ul style="list-style-type: none"> Build and sustain an inclusive, high-performing team culture where people feel valued and supported to thrive Set a clear vision for the function, guiding priorities, direction, and accountability so the team is aligned with organisational strategy, values, and purpose Ensure people are supported to grow and strengthen capability across the team Champion a diverse, inclusive, and happy team culture, focusing on wellbeing and empowerment Continue to develop the Stewardship and Operations (S&O) team as an effective and influential enabling function, driving transformational growth and deeper supporter and partner engagement across Partnerships and Philanthropy <p>High-value communications, Stewardship and Supporter Engagement</p> <ul style="list-style-type: none"> Lead a high-performing team to deliver outstanding stewardship, communication and supporter engagement moments across Partnerships and Philanthropy Keep the people the British Red Cross exists to support at the heart of decisions, ensuring the voice of our beneficiaries is heard in our work Drive collaboration across the department, aligning best practice, donor insight, and organisational priorities to deliver well-orientated supporter experiences Deliver high-quality, tailored communications and engagement moments that meet supporter and partnership needs, including when partnerships involve complex multi-stakeholder engagement plans Oversee the identification, design, and delivery of high-quality events, ensuring experiences are impactful and well executed Encourage creativity to bring joy and connection into people's experience of supporting the British Red Cross <p>Insight, Operations and Performance</p> <ul style="list-style-type: none"> Support the Prospect Research team to deliver a holistic suite of prospect research and insight throughout the life cycle of a prospect, donor, or partner and beyond Strengthen the use of data to inform decision-making, building a culture of insight, reporting excellence, and continuous improvement Set and monitor meaningful performance measures to ensure that all activity supports the department's aim to raise high-value income

	<ul style="list-style-type: none"> Support the Prospect Research team with the ethical screening process Utilising Salesforce where possible, develop and maintain effective operational processes that support the running of the department, including engagement with senior leadership and governance groups <p>Collaboration and Strategic Enablement</p> <ul style="list-style-type: none"> Build strong internal networks, particularly within the wider Marketing and Fundraising Department, to represent the needs of high-value supporters and identify opportunities across the organisation Work closely with other Heads in the Partnerships and Philanthropy directorate to prioritise effectively and align behind our strategic ambition to maximise income through the growth of transformational partnerships Work closely with the Director and Heads in the Partnerships and Philanthropy directorate to ensure their teams receive excellent service from the prospect research, engagement events, and communications functions Build relationships with operational, movement, influence, and communications colleagues to develop new ways of bringing the British Red Cross cause to life for donors and partners Build strong networks within the Red Cross and Red Crescent Movement and the UK philanthropy sector to stay informed on best practice and innovation, and to identify internal and external opportunities for Partnerships and Philanthropy
Know-how	<p>Essential Criteria</p> <ul style="list-style-type: none"> Significant experience of philanthropy and/or partnerships fundraising. In depth experience of at least two of the following areas – high-value event delivery, prospect research or fundraising communications Experience of leading the development of effective partnership and philanthropy fundraising operations, systems, and processes that enable growth Experience of leading and developing high-performing teams, including through periods of evolution, change and transformation Strong strategic and financial leadership experience, including setting direction, developing and managing budgets and operating plans, and monitoring fundraising targets to drive sustained growth Strong ability to build and sustain effective relationships with other leaders and diverse stakeholders, working collaboratively across functions to align priorities, solve complex challenges, and maximise shared outcomes and income opportunities Thorough understanding of the UK high-value fundraising market and its evolution, including knowledge of regulatory requirements, compliance, and data protection, and their impact on philanthropy fundraising <p>Desirable</p> <ul style="list-style-type: none"> Experience of working in a global organisation Experience of working in a large organisation (income c. £100m+) Experience of working in a multi-cause organisation
Additional Requirements	N/A

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/None
Driver Check	Yes/No
International Roles Only	
International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.