



## **MEDECINS SANS FRONTIERES / DOCTORS WITHOUT BORDERS (MSF) UK**

### **JOB DESCRIPTION**

**Job Title:** Major Gifts Stewardship Assistant

**Department:** Fundraising

**Hours:** 40 hours per week, Mon-Fri

**Reports to:** Major Gifts Officer (Trusts)

**Location:** London (MSF UK is a flexible working environment and hybrid working is welcome)

**Duration:** Permanent

**Salary Grade:** 1.1

**Salary:** £27,134.18 per annum (£23,634.18 p.a. non-London weighting)

### **MÉDECINS SANS FRONTIÈRES/ DOCTORS WITHOUT BORDERS (MSF)**

Médecins Sans Frontières/ Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 45,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues and recruiting field staff. MSF UK personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

### **FUNDRAISING DEPARTMENT**

The Fundraising Department raises private income for MSF field operations globally, and to cover MSF's administration costs in the UK. The Fundraising Department contains the Major Gifts, Campaigns and Supporter Care teams and in 2021 a team of around 35 people delivered income of £65.5 million.

Our goal is to build loyalty by bringing supporters closer to the people that MSF assists, and the medical action that private donations make possible. MSF UK prides itself on the accessibility of the Fundraising Department to our supporters and the provision of excellent supporter care; this is central to the philosophy of our fundraising.

## **MAJOR GIFTS TEAM**

MSF has internationally identified Major Gifts as key to the strategic and cost-effective growth in income for the MSF Movement. The UK contribution to this expansion is delivered by the Major Gifts Team through the development, management and implementation of strategies to identify, cultivate, solicit and steward major donors.

MSF UK has a committed group of major donors made up of individuals, corporates, and trusts & foundations. We currently define a major donor as any individual donating £10,000 and above or any organisation (company or trust) donating £5,000 and above. In 2021 the Major Gifts Team, at the time comprised of nine people, raised over £12 million from more than 400 major donors:

- The Major Gifts Administrator is in two days a week and is responsible for key administrative functions, including the banking administration, thanking and audit process, and provides support with the planning and delivery of Major Gifts events.
- The Major Gifts Coordinator is responsible for overseeing administration, events, coordinating content for team communications, and for the processes involved in ensuring the Major Gifts programme is running smoothly.
- The Major Gifts Stewardship Officer is in four days a week and manages a portfolio of existing donors as well as leading our stewardship strategy.
- Three Major Gifts Officers are responsible for managing a mixed portfolio of donors (though weighted towards the areas of individuals, corporates and trusts respectively) who typically require a level of detailed reporting or relationship management. They are also responsible for new business in their respective areas.
- The Major Gifts Partnerships Manager is responsible for the partnerships strategy and overseeing the Major Gifts Officers, with a focus on securing support at the £100k plus level.
- The Major Gifts Manager is responsible for team strategy and managing a small selection of the highest value relationships at the £100k plus level.

The Major Gifts Stewardship Assistant is a key role within the team, and central to ensuring our fundraising success.

Our team values underpin how we work together as a team and it's important that we hold ourselves, and one another, accountable to these: respect, integrity, humanity, accountability, and empowerment, with collaboration at the centre.

## **JOB PURPOSE**

To be an integral part of the Major Gifts team, providing stewardship to individuals, trusts and foundations, and corporate supporters (typically, yet not exclusively, at the £5,000 to £20,000 level). You will be responsible for a portfolio of major donors, ensuring their continued support of MSF.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **Major donor relationship stewardship**

- Take responsibility for an existing portfolio of 100+ individual, trust and corporate donor relationships, which are largely transactional/administrative in nature, following team

procedures and working with others in the Major Gifts Team to ensure excellent stewardship and cultivation to maximise income for MSF UK

- Support on the administrative management of major gifts, including acknowledging major gifts income received (including new gifts within the £5-£20k threshold), supporting on the process of team mailings, and ensuring information relating to your major gifts income is accurate, up to date and well organised
- Prepare and deliver tailored thank you calls, letters and cards, as well as proposals, reports and updates to donors as appropriate using team templates
- Where appropriate, organise and attend donor meetings with support from the appropriate team member
- Review existing corporates and trusts giving below £5,000 to assess potential to uplift, and further stewarding those with such potential under the guidance of the Major Gifts Officers
- Support the Major Gifts Officer (Trusts) with the strategy to identify and apply to new prospective trusts with the potential to give between £5,000 and £20,000, and contact and prepare applications as appropriate using funding templates
- Assist the Major Gifts Stewardship Coordinator with the mid-value (£1,000-£9,999) programme as appropriate
- Update and maintain donor records on the donor database (Microsoft Dynamics) and other systems to ensure knowledge management and business continuity, complying with data protection legislation
- Participate in the Major Gifts annual planning process as appropriate
- Represent MSF UK at major donor events (sometimes outside of working hours)

### **Develop internal relationships and knowledge of MSF**

- Work as a full member of the Fundraising team, handling telephone calls from supporters (such as enquiries, processing card donations, change of address, amendments to regular donations etc) and assist with fundraising projects as and when required.
- Maintain commitment to the aims and values of MSF through proactive involvement in and attendance at MSF UK and wider movement operational activities

*This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organisation. This job description does not form part of the contract of employment.*

### **PERSON SPECIFICATION**

#### **Essential:**

- Excellent and engaging written communication skills and ability to adapt style to suit a wide range of supporters
- Confident interpersonal and verbal communication skills, including diplomacy and negotiating skills
- Ability to deal with people at all levels and from a wide range of backgrounds
- Accuracy and excellent attention to detail
- Proven organisational skills with experience of managing multiple tasks and prioritising effectively
- Experience of working in an office environment, maintaining effective administrative systems and procedures
- Flexible, can-do attitude and good team player – this role involves working very closely and collaboratively with colleagues in the UK and overseas
- Ability to work independently to general guidelines, with capability to use initiative and seize opportunities
- Computer literate and confident in using all Microsoft Office programmes
- Fluency in written and spoken English
- Commitment to the aims and values of MSF

- Willingness to travel within the UK

**Desirable:**

- Work experience in fundraising, marketing or sales
- Experience in bringing in income against targets
- Experience of working with senior decision makers
- Experience using a CRM system
- Interest in international, humanitarian work
- Willingness to travel internationally

**Candidates must have the right to work in the UK.**

**MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.**

**HOW TO APPLY**

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

*Incomplete applications will not be considered.*

**Application Checklist**

Please check that you have included the following in your application submitted as one document:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the person specification (max. 500 words)

**Recruitment timetable:**

- Closing date for applications: 9 October 2022, 11.59pm (BST)
- Interviews: 17-19 October 2022

*For questions, issues or further information, please contact [Recruitment.UK@london.msf.org](mailto:Recruitment.UK@london.msf.org).*