

Stewardship & Operations Coordinator

Job Level	2b	Job reference No.	
		Role review	January 2025
Directorate	Marketing, Fundraising & Communications	Service:	Philanthropy & Partnerships
Function:	Philanthropy & Partnerships	Reports to:	Stewardship Events Lead

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

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.

Purpose of the role

The Stewardship & Operations Coordinator plays an important role in keeping the Stewardship & Operations (S&O) team running smoothly. This role supports the team in delivering key enabling functions for fundraisers across Philanthropy and Partnerships; stewardship events, stewardship & communications, data and insight, and prospect development. This role is also responsible for providing support to the wider department, in the form of planning and delivering quarterly in-person and virtual away days. Since this position reports to the Stewardship Events Lead, a substantial portion of responsibilities will focus on stewardship events, with opportunities for professional development within the programme.

They will also be expected to liaise with a wide range of stakeholders and work jointly with other internal departments. The role includes training and development opportunities, such as internal and external fundraising courses, designed to support the postholder to develop their skills.

Main responsibilities

Responsibilities by function

- Stewardship Events
 - Assist in the delivery of all in-person and virtual stewardship events across the calendar, taking ownership of specific processes to ensure smooth delivery including guest list management, financial recording and reporting, accurate uploads to CRM database, and creating guest engagement materials
 - Regularly attend and participate in event steering group meetings, taking minutes and producing notes as required
 - Assist in producing regular event evaluations and reports for internal stakeholders
 - Management of the events inbox, both during and outside of busy event periods
 - Take ownership of all events items, including regular stocktake, ordering replacement materials, and managing loans to other teams
 - Manage the end-to-end delivery of quarterly department-wide away days, including venue management, catering, development of content, preparing event materials, and securing and briefing speakers
- Stewardship & Communications
 - Coordinate donor recognition projects including refreshing our digital donor board, website, and annual Trustee report, ensuring accurate, timely and correct permissions from donors
 - Coordinate stewardship mailings, managing the process end-to-end - including liaising with senior stakeholders to align diaries, overseeing timelines, ensuring clear communication of instructions and meeting all deadlines
 - Maintain and proactively update the Stewardship Hub, an online resource for fundraisers
 - Manage our physical stewardship materials, including organising print and delivery of new items and promoting the resource
- Prospect Development
 - Design and produce monthly Prospect Development New Digest, working closely with Prospect Development team to compile relevant news updates
 - Provide flexible support across Prospect Development projects as required, particularly during surge periods

Team support and coordination

- Proactively coordinate S&O team operations, including team meeting and away day planning, team diary management, and recruitment support
- Coordinate finance processes for S&O, including purchase order management, approval monitoring, and spend tracking and reconciliation
- Attend and contribute to cross-team working groups as required, taking minutes, and helping with the set up and collation of materials

Data and Reporting Excellence

- Maintain accurate supporter records on the CRM database (Salesforce in line with team protocols)

Team Member

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Required No

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
Knowledge and Skills	Essential	Excellent organisational skills, with the ability to manage multiple priorities and take ownership of a process or projects from start to finish.	S	I	A
		Strong attention to detail, particularly when handling data, financial records and supporter information.	S	I	
		Effective written communication skills, including producing clear emails, minutes, reports, and guidance materials.	S	I	A
		Working knowledge of Microsoft 365.	S		
	Desirable	An understanding of fundraising	S	I	
Experience	Essential	Experience coordinating or supporting events, meetings, or projects, managing logistics, deadlines and competing priorities.	S	I	
		Experience of administrative support, including diary coordination, inbox management, minute-taking and report preparation.	S	I	
		Experience working collaboratively with colleagues and stakeholders across teams.	S	I	
	Desirable	Experience working with databases or CRM systems, with a strong focus on data accuracy and quality.	S	I	
		Experience or interest in events, donor stewardship or prospect development.	S	I	
		Experience supporting finance processes, including purchase orders, spend tracking, or reconciliation.	S	I	
Additional requirements	Essential	Ensures inclusive practice and promotes diversity.		I	
		Highly organised and methodical.	S	I	
		Collaborative and supportive team player, able to adjust and manage priorities during busy periods.	S	I	
	Desirable	Enthusiastic about continuous improvement and learning.	S	I	

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.