

Job Description – May 2019

Job Title:	Relationship Manager	Grade:	C
Department:	Global Partnerships		
Line Manager:	Head of Individual Giving		
Head of Department:	Director of Development		

Introduction to working at St Paul's Cathedral

St Paul's draws together a very diverse set of activities, projections and aspirations. It is the Cathedral of the Diocese of London and the seat of its Bishop, a national church and an international spiritual focus, a space for worship and holiness, a place of debate and challenge, an icon of resilience in the face of adversity, an architectural heritage centre, a partner in the City of London, and a commercial enterprise. In addition to holding four services every day (five on Sundays), St Paul's is open for sight-seeing six days a week, and in 2018 welcomed over 850,000 paying visitors.

Our Mission Statement

St Paul's Cathedral seeks to enable people in all their diversity to encounter the transforming presence of God in Jesus Christ.

Our Vision

- St Paul's is seen primarily as a living Christian Church
- We will be a centre for welcome, worship and learning, and through our care and imagination, will inspire successive generations to engage with the richness of the Christian faith and its heritage.
- Working with the Bishop and Diocese of London and the wider Church, we will be a spiritual focus for people across London, the nation and a broader international audience.
- Our work will promote dignity and justice for everyone.

Our Values

Welcome – we all offer a warm inclusive welcome to everyone: our colleagues, volunteers and each and every visitor

Responsible – we are all responsible for each other and for part of the whole of the Cathedral’s work, not the whole of a part

Effective – we are professional and do what we say we are going to do

Nourish – we have a learning culture, not a blame culture

Purpose of the Job

The Relationship Manager is a key appointment and a crucial member of the Development Team. The post-holder will play a pivotal role in helping the Cathedral to achieve its aims, with a particular focus on the management of the Friends of St Paul’s and support for other fundraising activities as required. The Canon Treasurer is the Chapter member with responsibility for this area of work.

Main Duties

- Managing the Friends of St Paul’s membership scheme
- Developing and implement departmental guidelines for gift registration and general administrative procedures
- Maintaining/establishing appropriate office systems: including paper, IT and Finance records
- Dealing with supporter enquiries and donation payments (Friends)
- Creating an annual programme of events for the Friends of St Paul’s in conjunction with the Head of Individual Giving
- Assisting the wider office with relationship management of existing supporters including individual and institutional donors, fellows and music patrons
- Managing ticketing for Friends events and overseeing other events, as required
- Coordinate with the Accounts Assistant (part-time role) in order to ensure accurate and timely gift processing and membership renewals
- Responsible for the preparation and organisation of Friends Council meetings, and assist with departmental meetings, as required
- Maintain oversight, alongside the wider team, of the CRM database (Raiser’s Edge), and ensure accurate record keeping and data cleansing as required.
- As time and other enumerated duties allow, assist with lower-level solicitation and stewardship of gifts from trusts & foundations, livery companies, individuals and corporate supporters.
- Work as part of a team and contribute to the viability, strategic planning and development of the organisation as a whole
- Act as ambassador and advocate for the Cathedral, and actively support the external-facing functions of the organisation where appropriate
- Any other appropriate duties that the line manager, senior management or Chapter may request from time-to-time.

The job description is an operational document that does not form part of your contract of employment. It may be that from time to time you are expected to perform tasks that may not be expressly in the job description but are nonetheless necessary in the day to day performance

of your duties. St Paul's Cathedral reserves the right to amend the job description as may from time to time be necessary to meet the changing needs of the organisation.

Person Specification

We are looking for someone:

- Educated to degree level
- With a methodical approach to work with an eye for detail
- With strong and confident interpersonal skills, able to interact at all levels and work as a team player
- Who is self-motivated and pro-active, able to work independently without supervision
- With the ability to sift and assess information for its relevance
- Who possesses good writing skills
- Who is IT literate, ideally with a knowledge of Raiser's Edge database and Microsoft Office suite of packages
- With a flexible approach to work and
- With the preparedness to work outside of core working hours from time to time.

The successful candidate will be in sympathy with, and in their work support, the Christian aims and mission of St Paul's Cathedral.

Main Terms of Employment

Salary	£30,850 per annum
Hours of Work	Full-time; 35 hours net per week over 5 days, normally 9.00 am to 5.00 pm Monday to Friday with unpaid 1 hour for lunch. There may be earlier starts or later finishes or occasional weekend working, for which there will be time off in lieu (TOIL) on the basis of one hour of TOIL for one hour worked.
References and DBS	Appointment is subject to satisfactory references.
Probationary period	3 months.
Life Assurance	A Life Cover scheme is in operation.
Pension	The Cathedral has a Group Personal Pension Scheme, with employer and employee contributions.
Holiday	25 days per annum plus eight statutory holidays.

In order to apply, please visit www.cofepathways.org.

The closing date for applications is 27th May 2019.

Interviews will take place on 3rd June 2019.