

## Job Description

### Job Title: Development Manager

### Work Location: Witney (minimum 40% office based)

#### Who We Are

At Open Doors our mission is to strengthen the church in the places where Christians are most persecuted so that the global church remains God's faithful witness to the world. This year Open Doors annual research shows that more than 380 million Christians face high levels of persecution and discrimination for their faith. In more than 70 countries, Open Doors supports them by supplying Bibles, providing emergency relief and helping persecuted believers stand strong for the long-term. In the UK and Ireland, Open Doors connects Christians with the persecuted church, so that they can play their part in strengthening fellow members of Christ's body who share our faith but not our freedom.

#### Job Summary

The aim of the role of the Development Manager is to manage a caseload of supporters as they serve the persecuted church through their gifts, actions and prayers and to lead on identifying new sources of major gifts from individuals and organisations inside and outside our supporter base.

#### A. Caseload:

The Development Manager will look after a mixed caseload of supporters - high and mid-level donors – to generate opportunities for them to provide financial support to the ministry. They will work with other Partnerships team members to ensure timely and accurate information regarding potential funding, and later the impact of donations.

#### B. Prospecting Opportunities:

The Development Manager will work with Open Doors employees, the Board, and existing supporters to create opportunities to introduce the persecuted Church to new supporters.

The Development Manager will identify supporters with the potential to make larger donations by monitoring and evaluating our current donor database and researching individuals outside our existing supporter group.

The Development Manager will manage the qualification of these supporters, preparing donor profiles and identifying supporters' preferences for future engagement. Where necessary, making recommendations for individuals whose needs are suited to the care of the Head of Partnerships or another relationship manager.

#### About the Team

Reporting to the Head of Partnerships & Legacies, the Development Manager will work closely with the Partnerships Co-Ordinator and the Partnerships Relationship Manager. The Development Manager will also have relationships with the Data Team, Supporter Relations and the Head of Marketing.

#### Hours & Travel

37.5 hours per week. Usually worked between the office hours of 8.00am to 6.00pm Monday to Friday. This position may occasionally involve some evening and weekends at supporter meetings and events for which TOIL (time off in lieu) may be claimed. Our policy is a minimum of 40% of hours in the office, with the remainder remote working. Wednesday is a mandatory office day. The role requires some networking/face-to-face meetings around the UK.

## Responsibilities and Requirements

### A) Relationship Management and Engagement:

- Manage the relationships of a group of qualified individuals or companies offering opportunities to engage with the ministry and facilitate financial support. This includes special projects, general appeals, travel and event follow-up and regular giving programme(s)
- Manage the pipeline of potential major donors (warm and cold) through email, phone calls and meetings to develop their first engagement with Open Doors as a major gift supporter.
- Ensure that new major gifts are appreciated, and donors are welcomed to the work of Open Doors and the services offered by the Partnerships team:
  - Liaise with Supporter Relations to monitor new or first major gift givers. The Development Manager is responsible for initial appreciation calls and any follow-on actions by the Partnerships team.
  - Ensure an engagement plan is maintained and updated for each new supporter on CRM.
  - Where appropriate, engagement activities to include: the partnerships brochure, access to the portal, information on OD news and projects, proposals for funding, inclusion in events, travel, webinars or in person meetings.

### B) Development:

- With input from the Head of Partnerships and Director of Supporter Engagement, maintain our prospecting strategy and welcome (qualification) journey.
- Manage the handover of relationships to a relationships manager caseload where necessary for further engagement.
- Work with the Head of Marketing to review our activity with Mid-Level donors and the potential for specific appeals to uplift that segment.
- Work with the Head of Partnerships to create in-person and online events for new and potential Major Donors.
- Where appropriate, prepare additional information or proposals to answer the queries of new donors about the work of Open Doors and funding needs.

### C) Data and Research:

- Research the existing pipeline to identify new major gift givers and opportunities for engagement with potential major donors by the Partnerships team.
- Utilise the CRM data to identify simple giving opportunities based on RFM (recency, frequency and monetary value) and to assess trends in response, giving value and retention.
- Manage the formal qualification of potential major donors using our LAI process (Linkage, Ability and Interest).

The above job description is a guide to the work the jobholder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

### Applying Your Christian Faith to This Role

There will be many ways you will be able to apply your Christian faith and the outworking of your faith to the context of Open Doors. The list below gives some of the expectations of this role but is not exhaustive or intended to limit you:

- attending and contributing to daily devotions (this can be for the whole team or just smaller departmental groups)
- participating in retreats, days of prayer and fasting, etc

- committing to private prayer for the work associated with this role, for the volunteers, and closest colleagues
- working in such a way to reflect biblical principles of leadership and service
- applying biblical principles of godly stewardship to operational responsibilities
- being open and obedient to God's voice and direction in relation to any strategic matter and to always seek His will above all else
- responding to the prompting of the Holy Spirit in making decisions or communications.

Because of the essential Christian context in which the role will be performed, the role is subject to an occupational requirement under the Equality Act that the post-holder be a practising Christian. Each working day will involve collective prayer and worship, together with shared reflections on the work of Jesus Christ. All employees at Open Doors are expected to actively participate in this shared time and employees take it in turns to lead the act of collective worship.

### **Limits of Authority**

To operate within the ethos and aims of Open Doors, adhering to budget parameters and the Open Doors' confidentiality agreement.

### **Key Attributes**

**The following represent key attributes we are looking for in the successful candidate:**

#### **Calling**

- committed Christian who is completely in sympathy with the calling and mission of Open Doors

#### **Competency**

- excellent communication skills: natural ability to empathise and communicate confidently with members of the public and internal stakeholders at all levels
- proven experience (6 months minimum) of relationship management in a similar role
- proven experience of prioritising workload, matched by meticulous attention to detail
- experience in using Microsoft, including Excel, Word and Outlook
- knowledge and experience in using a fundraising database

#### **Character**

- able to work effectively under pressure
- responsible and mature outlook
- high standard of personal hygiene; clean, tidy and professional appearance
- strong work ethic and willing to learn

#### **Culture**

- commitment to Open Door's Core Values

**In addition, it would be beneficial for you to demonstrate the following:**

- Member of Institute of Fundraising
- experience in using CRM or equivalent.

Enhanced disclosure information may be requested from the DBS in the event of a successful application.

### **Our Statement of Faith**

Open Doors is an evangelical Christian ministry

Our Trinitarian faith is enshrined and expressed in the historic creeds of the church:

We believe in God the Father Almighty, maker of heaven and earth;  
and in Jesus Christ His only Son, our Lord,  
who was conceived by the Holy Spirit;  
born of the Virgin Mary;  
suffered under Pontius Pilate;  
was crucified, died and was buried.  
He descended into hell,  
the third day He rose again from the dead;  
He ascended into heaven, and sits at the right hand of God the Father Almighty,  
from where He will come to judge the living and the dead.

We believe in the Holy Spirit;  
the holy Christian Church;  
the communion of saints;  
the forgiveness of sins;  
the resurrection of the body;  
and the life everlasting.