



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title:** Donor Relations Manager

**Department/Division:** Philanthropy & Global Engagement (PAGE)

**Accountable to:** Head of Supporter Relations

Competency	Criteria	E/D
<b>Knowledge &amp; Experience</b>	Educated to degree level or equivalent work experience	E
	Experience planning and delivering major gift donor stewardship programmes and/or activities	E
	Experience of donor relations components, principles and best practice, and awareness of the importance of this within a fundraising pipeline	E
	Experience working with high level donors and/or their representatives, understanding their needs and motivations	E
	Experience, and proven track record of good project management, demonstrating ability to plan and deliver complex projects working with multiple stakeholders	E
	Proven track record of delivering a varied portfolio of work, delivering successful outcomes in fast paced environment, with competing deadlines	E
	Experience of developing and implementing processes/systems/frameworks to track and monitor a programme (eg. stewardship actions)	E
	Experience of developing or using a stewardship matrix and/or tailored donor stewardship plans	E
	Experience of using a complex donor/client relationship database and understanding of importance of adhering to data processes	E
	Experience of creating innovative ways to steward donors	E
	Experience of planning and delivering events (In person and online)	E
	Experience of working in a large complex organisation	E
	Experience of a major fundraising campaign	D
<b>Communication</b>	Excellent verbal and written communication skills and ability to convey information to a range of audiences in a clear, concise and confident way	E



	<p>Ability to produce and edit high-quality written work including reports, proposals, personalised letters, stewardship plans etc</p> <p>Experience of gathering content to prepare and write reports for donors or external audiences</p> <p>Experience of using content management systems to send communications (eg. I modules or equivalent)</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Teamwork &amp; Motivation</b>	<p>Collaborative working style and ability to work closely with, contribute to, and support the work of several teams within PAGE and around LSE</p> <p>Professional, flexible and self-motivated approach to work, with ability to use initiative</p> <p>Positive attitude, 'can do' approach and ability to be solution focused when challenges arise</p> <p>Experience of Line Management or task management</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Liaison &amp; Networking</b>	<p>Ability to build and maintain excellent working relationships with internal and external colleagues/stakeholders at all levels in order to deliver objectives</p> <p>Proven experience of influencing and negotiating with stakeholders at different levels</p> <p>Diplomatic, tactful and discreet with an impeccable customer service ethic</p>	<p>E</p> <p>E</p> <p>E</p>
<b>Service Delivery</b>	<p>Motivated by high standards, ability to work accurately and systematically with excellent attention to detail</p> <p>Ability to use and analyse data to draw conclusions and make informed recommendations that will enhance donor relations</p> <p>Excellent technical/digital skills to create and deliver digital stewardship (and positive approach to learning new skills)</p> <p>Good IT literacy, including ability to use Excel to a high level such as compiling and manipulating large quantities of data into a useable format (eg. mail merges, tracking etc)</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Planning &amp; Organising Resources</b>	<p>Excellent organisational skills with evidence of planning multiple pieces of work in order to meet deadlines, recognising when escalation is appropriate</p> <p>Proven ability to identify and solve a range of problems in a straightforward manner with minimal guidance</p> <p>Ability to anticipate challenges and address them quickly</p> <p>Ability to plan the bigger picture of the stewardship programme, and then delve into detailed planning and delivery</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Other</b>	<p>Flexibility to work outside normal working hours on events</p>	<p>E</p>



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**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**