

Job
description

Individual Giving Manager (Stewardship)

June 2025

Directorate:	Development and Communications
Pay grade / staff group:	Professional Services Grade 3
Hours / duration:	Full time (35 hours per week) Monday to Friday
Reports to:	Head of Fundraising Campaigns and Individual Giving

Main purpose of the job

We are looking for a new Individual Giving Manager (Stewardship) to join our team. This is a vital new role sitting in our recently expanded Fundraising Campaigns and Individual Giving team.

You will deliver a defined stewardship strategy and supporter care programme aimed at engaging with donors in a range of ways, to ensure that both new and existing donors are appropriately acknowledged, recognised, and informed about the impact of their giving – providing the highest quality of relationship with our charity.

You will develop and drive forward a cohesive multi-channel stewardship and supporter care programme that supports and engages all those who give through our individual giving programme, including cash and regular donors. You will ensure that supporters receive a level of relationship that is personalised to their level and pattern of giving.

You will build important relationships with colleagues across the Development Office, including working with Philanthropy colleagues to engage mid-value donors with stewardship events. You will also work closely with our Communications colleagues to develop and deliver stewardship mailings to our target audiences.

Our team

The Development Office is responsible for fundraising and philanthropic income across the ICR, maximising support from major donors, individuals, trusts, corporates, charity partners and events. We have a proud track record of performing at a consistently high-level, raising millions every year. Join our team to help make the discoveries that are so urgently needed to improve cancer patients' lives.

Our mission
is to make the
discoveries that
defeat cancer.

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Duties and responsibilities

Key duties

To work with the Head of Fundraising Campaigns and Individual Giving to develop and implement strategies for supporter stewardship, ensuring individuals are thanked, informed and engaged post-donation.

Manage stewardship programme, building relationships, and meeting supporter expectations and desired levels of communications, to retain them in the longer term.

Analyse data to develop segmented and personalised stewardship plans, that acknowledge donor preferences, interest and motivations.

Manage, coordinate and produce a regular and consistent programme of communications with donors, keeping them updated on the impact of their gifts – including impact report, SEARCH magazine, digital newsletters and emails.

Identify opportunities to upgrade donors to higher giving levels and inspire loyalty

Work with IG Manager (Acquisition) / Digital Marketing to develop and implement detailed supporter journeys, integrating offline and online giving, ongoing contact and experiences.

Ensure that stewardship plans are aligned with wider activities in IG and that communications are seamless, appropriate and timely.

Work with colleagues in Philanthropy, and our Events Manager, to identify opportunities for cross-working including events and new ways to develop mid-value donor relationships

Manage the Supporter Care function, to enhance donor stewardship by providing personalised, meaningful and timely thank you communications – and ensure high-quality data practices.

Foster a collaborative, motivated team environment with clear objectives.

Responsible for the line management and on-going personal development of the Supporter Care Administrator, including agreeing objectives and KPIs for the role.

Ensure that all publications and materials fall within the ICR's tone of voice and brand guidelines.

To be knowledgeable on, and to keep up-to-date with, data protection and other sector-specific legislation that is likely to affect fundraising and communications to individual donors.

General

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations.

Any other duties that are consistent with the nature and grade of the post that may be required.

To work in accordance with the ICR's Values.

To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.

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Person specification

Education and Knowledge

Demonstrable knowledge of stewardship and customer/supporter care best practices, ideally in a charity setting.	Essential
An in-depth understanding of UK GDPR and other regulatory framework	Desirable
Educated to degree level or equivalent	Desirable

Skills and Experience

Proven experience and in-depth knowledge of stewardship and fundraising principles, ideally within a Charity or Higher Education Institution.	Essential
Experience of managing multiple internal and external stakeholders.	Essential
Experience of developing and managing supporter journeys across multiple channels	Essential
Excellent at building relationships and engaging a variety of audiences.	Essential
Experience of working in a supporter or customer care focused environment including experience of face-to-face contact with customers/supporters	Essential
Excellent written and verbal communication skills, with the ability to write compelling copy for a range of channels.	Essential
Experience of managing workflows, and digital fundraising techniques	Essential
Experience of leading and managing projects.	Essential
Significant experience of databases and software related to a fundraising CRM, for example Raiser's Edge / RENXT.	Essential
Highly organised, with good attention to detail and accurate record-keeping.	Essential
Excellent analytical and problem-solving skills.	Essential
Ability to prioritise and problem solve.	Essential
Experience in delivering events or other face to face experiences for supporters	Desirable
Experience in effectively managing external suppliers/contractors.	Desirable
Experience of managing and developing direct line reports.	Desirable

General

A genuine interest in and willingness to engage with the ICR's scientific research and a passionate belief in our mission.	Essential
Willingness to occasionally work unsociable hours and to take part in other Development Office activity as required.	Essential

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About our organisation

The Institute of Cancer Research, London, is one of the world's most influential cancer research institutions, with an outstanding track record of achievement dating back more than 100 years. Our mission is to make the discoveries that defeat cancer.

As well as being one of the UK's leading higher education institutions in research quality and impact, the ICR is consistently ranked as one of the world's most successful for industry collaboration. As a member institution of the University of London, we also provide postgraduate higher education of international distinction.

We are also a charity and rely on the support of partner organisations, funders, donors and the general public.

[Read more](#) to find out more about our history, culture, and achievements, and how our funders, supporters and partnerships help drive forward our work.

Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six [values](#). They are what bring us together as one team – as 'One ICR'.



Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer.

They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.”

Professor Kristian Helin
Chief Executive

