Sponsorship Manager

KEY RESPONSIBILITIES AND PERSON SPECIFICATION

About Stand by Me

Stand by Me Ethiopia is a children's charity committed to rescuing vulnerable children from poverty and giving them the care, education and support they need to thrive. We work alongside local communities to ensure children are safe, healthy and equipped for a brighter future. Our vision is to see every child we care for reach their full potential and become everything they were born to be.

Stand by Me Ethiopia is registered with Federal Democratic Republic of Ethiopia, Authority for Civil Society Organisations with Charity Number (2267) with a mandate to provide comprehensive care and support services to orphan and vulnerable children and the guardians/families.

About the role

Child sponsors provide a significant proportion of the funds needed for the day-to-day costs of supporting children in the care of Stand by Me and often further impact the children's lives through messages of encouragement, prayer and additional gifts. Stand by Me is therefore seeking a Sponsorship Manager who is good at working with children, has excellent communication skills, attention to detail, creativity and a positive attitude.

The Sponsorship Manager plays a leading role in facilitating communication between the project and the sponsors and donors who financially support the work. Using effective management techniques you will ensure your team achieves its targets. As a department manager, you will also be expected to proactively make improvements to the service your department provides, and to collaborate with other managers to contribute to the wider success of the project.



We rescue children, then we do whatever it takes to provide the care, love and attention they need to thrive.

Job Title:
Sponsorship Manager

Location:
Dembi Dollo

Contract:
Full-time

Salary:
Competitive based on experience

Reports to:
Head of Finance & Operations

Direct Reports:
Sponsorship Co-ordinator(s) and Assistant(s)

Key Responsibilities

The Sponsorship Manager has ultimate responsibility for achieving the objectives of the Sponsorship department, and will oversee and manage Sponsorship Co-ordinators & Assistants in fulfilling the following duties and responsibilities:

- **Child Enrolments:** Preparing an Enrolment Form and a photograph to send to SBM-UK within 2 weeks of a child's arrival at the project so that a sponsor can be assigned.
- **Child Departures:** Immediately notifying SBM-UK when a child departs the project by completing a Child Departure Form, including the circumstances of the child's departure & a summary of how the child has benefited from their time at SBM.
- **Communication Format and Liaising with SBM UK Sponsorship Team:**
  - Including the child's ID number in all correspondence
  - Ensuring the spelling of the child's name and date of birth is consistent across all correspondence and records.
  - Keeping a record of when each child writes to each sponsor.
  - Monitoring & updating the sponsorship list on a constant basis.
- **Communication screening:** Reading and screening the content of all letters to and from sponsored children to ensure that the content is appropriate.
- **Annual Greeting Letter:** Assisting each child to write a personal letter to their sponsor.
- **Progress Report:** Sending a new photo and updated progress report for each child to SBM-UK.
- **New sponsor correspondence:** Assisting children writing 'Welcome to my heart' letters when they are given a new sponsor.
- **Organise Mailings:** Helping organise and send mailings during the year to every sponsor. Creatively thinking up new ideas for the mailing and assisting the children to produce personal and individual correspondence, making sure all children and sponsors are accounted for.
- **Distribute and translate Postal gifts:** Facilitating the distribution of gifts and translating messages to the children from sponsors and helping children write back to their sponsors to thank them for their gift or letter.
- **Control the budget for Treat Funds and manage return 'thank you' correspondence to the sponsors**: In reference to the above, facilitating effective use of the Treat Fund budget helping purchase gifts when requested to do so.
- **Ad hoc communication with SBM-UK** Updating the UK office when there are significant events in a child's live.
- **Safeguarding:** At all times, working in accordance with SBM safeguarding policy.

Additional management responsibilities:

- **Significant Life Events** Responsible for notifying the Project Director, Country Director and Head of Sponsorship in the UK of significant events in a child's life
- **Line management of Sponsorship staff:** setting targets for your team and following through on delivery by effectively managing their performance
- **Department development**: proactively make improvements to the service your department provides
- **Contributing to wider success of the project**: collaborate with other department managers to ensure cross-cutting tasks are carried out efficiently and effectively, and that the service the wider project provides is optimised
- Perform any other relevant tasks assigned by the Head of Finance & Operations or Project Director

Person Specification

Qualifications & Experience

Essential

- BA degree in English language, journalism/ communication, social work, sociology, psychology, management or other related field
- Minimum six years experience in administrative position
- Previous experience in people management/leadership
- Excellent communication skills and fluently able to speak, write and read English, Afaan Oromo & Amharic
- Computer literate and with excellent typing skills
- Experienced of working with Microsoft Office programmes (specifically MS Word, Excel and Access)
- Experienced and confident in working directly with children aged 6 – 18
- Motivated, organised and diligent
- Excellent time management skills and able to produce work to a set deadline
- To apply a good attitude in all aspects of this job, being in sympathy with and support of the ethos of the Stand by Me vision and mission

Desirable

- Experience working with similar NGOs

Safeguarding Commitment

Stand by Me is committed to safeguarding and promoting the welfare of children. The Sponsorship Manager uphold the highest standards of child protection, professional conduct and accountability.

Appointment to this role is subject to appropriate background checks and adherence to safeguarding policy.