



Supporter Data & Engagement Manager

Candidate Pack
August 2026

INTERNATIONAL
MISSION TO
JEWISH PEOPLE



charisma
CHARITY RECRUITMENT



CONTENTS

Section one - Introduction

- Welcome from Anita Darashah-Borman, Head of Fundraising & Communications

Section two - About us

- History
- Funding
- Organisation chart

Section three - Job description

- Overview
- Specific requirement
- Key responsibilities

Section four - Person specification

- Person specification
- Success in the role

Section five - How to apply

- How to apply



1

Introduction



From Anita Darashah-Borman, Head of Fundraising & Communications

Thank you so much for your interest in joining us. As Head of Fundraising and Communications, I'm personally delighted you're exploring this opportunity, and I hope this pack gives you a real sense of both the role and the team you would be joining.

I am passionate about our vision to see a whole Church, thriving, enriched by the faith of Jewish people who have become disciples of Jesus. Since 2014, we have more than tripled in size – not just in income and expenditure, but in the scale of our mission work. We are now entering a new season of growth, with a particular focus on expanding our fundraising reach in both the UK and the US. Growing the team at this moment feels genuinely exciting, and this role is central to that.

This is a dual-focus position – roughly equal parts data and relationship – and that combination is deliberate. We believe that the best supporter engagement is data-informed, and the best use of data is shaped by a deep understanding of our supporters. The person who joins us will hold both sides of that with equal confidence. In practice, that means owning our Charity CRM: maintaining data quality, building insight, and ensuring our teams have the information they need to make good decisions. And it means being a warm, proactive presence for our donors – developing stewardship plans, managing engagement events, and making sure every supporter feels valued and connected to the work their giving makes possible.



This is a mid-level role with no line management responsibility, but it carries real influence. You will work closely with colleagues across fundraising, communications, and finance, and your contribution will be felt across the whole of our supporter relationships function.

We are looking for someone who combines strong CRM and data skills with genuine relational warmth – someone who is as comfortable building a KPI dashboard as they are writing a personal thank-you note to a long-standing donor. If that description resonates with how you work, we would love to hear from you.

2

About us



Sharing about Jesus across the world

For almost 200 years, in response to God's calling, International Mission to Jewish People has been taking the Good News of Jesus to the Jewish people.

We do this because we believe that this Good News is for everyone.

In the same way, we believe that the Church is for everyone and that there is nothing but good that might come from seeing a universal Church enriched by the faith and discipleship of Jewish believers.

History

International Mission to Jewish People has been at the cutting edge of cross-cultural mission since the mid-nineteenth century and was formed by people with a vision and passion for the salvation of the Jewish people. Originally the British Society for the Propagation of the Gospel among the Jews (BJS), the Society was founded at an inaugural meeting in Regent Square, London on 7 November 1842 and was supported by British evangelical leaders such as Robert Murray M'Cheyne and the great Baptist preacher Charles Haddon Spurgeon.

The Holocaust brought the work of Jewish mission in Europe to a grinding halt but through the heroic efforts of the Society's director Rev I E Davidson, over a hundred Jewish children were air-lifted from certain death in Nazi-occupied Europe. A significant number of those children became believers and of those who came to faith, a high proportion went into Christian ministry.

As the work of the BJS expanded, in 1965 the mission became the International Society for the Evangelisation of the Jews (IJS) and eleven years later joined with the Barbican Mission to the Jews, founded in 1879, to become Christian Witness to Israel.

Nearly 200 years after it came into existence, International Mission to Jewish People is still at the cutting edge of cross-cultural, multi-cultural, international and interdenominational mission to the Jewish people, sharing the Good News that the Messiah promised through the ancient Jewish prophets has come, and his name is Jesus. We are on the threshold of yet more exciting change as we seek to respond to the challenge and commission taken up by our founders to proclaim Jesus as Messiah and Lord to Jewish people today.

2

About us



Funding

We are a faith mission and, as such, depend on God to provide for our needs. Nevertheless, we seek to raise funds by making its work known through public meetings, Christian events, as well as print and e-media.

Members of staff do a lot of the work on the ground by presenting our mission work to churches and Christian fellowships, and through publications.

Current and historical financial and associated information can be found in the Trustees' Annual Report & Accounts, available on the Charity Commission website.

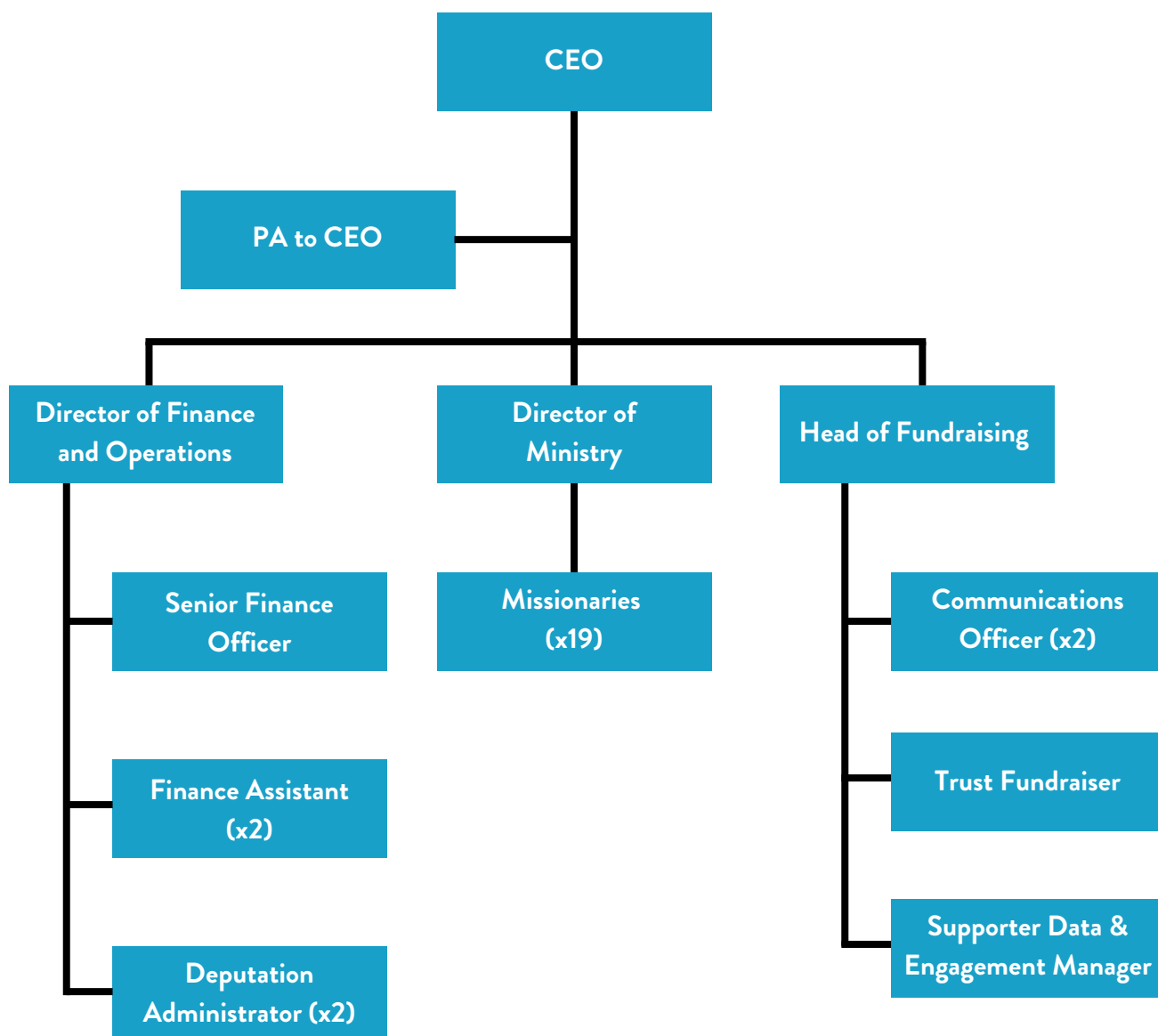


2

About us



Organisation chart 2026



3

Job description



Job Title: Supporter Data & Engagement Manager
Reports To: Head of Fundraising
Location: Hybrid / office-based at Eynsham with flexibility to work from home
Hours: 35 hours per week
Salary: £35,000 - £40,000 depending on experience plus excellent benefits, including 8% employer contribution pension and health plan.
Contract: Permanent / Full-time (open to exploring part-time)
CRM system: Charity CRM

About the role

The Supporter Data & Engagement Manager is a dual-focus role sitting at the intersection of data intelligence and relationship management. This position carries equal weight across two core areas: managing and maximising the organisation's CRM and data capability, and leading on supporter engagement and stewardship. The two halves of the role are deeply connected – data insight directly informs engagement activity, and engagement outcomes shape how data is captured and analysed.

You will be the organisation's primary expert on supporter data (Charity CRM), maintaining data quality, building reports and dashboards, and using insight to drive decisions. At the same time, you will play a hands-on role in developing the supporter journey, delivering stewardship activity, and ensuring every donor feels valued and inspired. You will work closely with colleagues across fundraising, communications, and finance to embed a data-driven culture and maximise both income and supporter loyalty.

Key Responsibilities

Supporter engagement & stewardship (approx. 25% of role)

- Lead on the development and delivery of a data-informed supporter journey, ensuring donors are thanked, acknowledged, and inspired at every stage of their relationship with the organisation.
- Develop and implement personalised stewardship plans across mass, mid-level, and major donor audiences, using segmentation to ensure communications are timely and relevant.
- Build and maintain meaningful relationships with supporters, acting as a warm and knowledgeable point of contact that deepens their connection to the cause.
- Identify opportunities to re-engage lapsed supporters and convert one-off donors into long-term committed givers.
- Contribute to the development and monitoring of the organisation's engagement and stewardship strategy, with a focus on improving supporter experience and increasing retention.

3

Job description



Engagement events & campaigns (approx. 25% of role)

- Lead on the planning and delivery of supporter engagement and stewardship events throughout the year, ensuring objectives are met and supporters feel valued.
- Work collaboratively with the fundraising and communications teams to develop supporter-facing campaigns and materials that inspire giving and deepen loyalty.
- Manage post-event analysis and follow-up activity using CRM data to maximise ongoing engagement.
- Support the development of new fundraising appeals and campaigns, contributing both data insight and an understanding of supporter motivations.

CRM management & data quality (approx. 25% of role)

- Own the day-to-day management of the Charity CRM, acting as the organisation's primary system expert and first point of contact for all CRM queries.
- Maintain and continuously improve the quality, accuracy, and integrity of supporter data, in line with UK GDPR and organisational policies.
- Develop and document data management processes, coding structures, and best-practice guidance for colleagues.
- Identify and resolve data issues proactively, and provide targeted training to improve consistent system use across teams.
- Manage and support any future CRM migration, development, or systems improvement projects, working with external technology partners as required.

Reporting, insight & analytics (approx. 25% of role)

- Design, build, and maintain a suite of fundraising reports, KPI dashboards, and data queries that enable teams to monitor performance, understand trends, and make informed decisions.
- Provide regular and ad-hoc analysis of supporter behaviour, campaign performance, retention, and income – translating findings into clear, accessible insight for non-technical colleagues.
- Create accurate and well-segmented data selections to support personalised mail and email campaigns across all fundraising programmes.
- Support income forecasting and pipeline tracking using CRM data.

Compliance, governance & collaboration

- Ensure all supporter data activity complies with UK GDPR, PECR, and the Fundraising Regulator's Code of Fundraising Practice.
- Manage data consent records, suppression lists, and Gift Aid declarations accurately within Charity CRM.
- Work collaboratively with colleagues across fundraising, finance, communications, and senior leadership to ensure data and insight supports organisational goals.
- Contribute actively to team meetings, planning cycles, and the development of the wider engagement function.
- Any other duties as reasonably requested by the line manager, in keeping with the scope of the role.

4

Person spec



Person Specification

Essential

- Substantial experience working with a CRM system (Charity CRM preferred) including data management, querying, and segmentation.
- Proven ability to build reports and dashboards and present data insight clearly to non-technical audiences.
- Demonstrable experience in supporter engagement, stewardship, or donor relationship management.
- Strong understanding of data quality principles, UK GDPR, and data protection best practice.
- Experience planning and delivering supporter or stakeholder events.
- Excellent interpersonal and communication skills – able to build genuine relationships with supporters and translate complex data into clear guidance for colleagues.
- Organised, proactive, and able to manage competing priorities across both data and engagement workstreams.
- Commitment to the organisation's mission and values.

Desirable

- Experience of a CRM migration or system implementation project.
- Experience using Power BI or similar data visualisation tools.
- Experience working within a charity or membership organisation.
- Knowledge of Gift Aid processes and administration.
- Experience of developing or improving a supporter journey or stewardship programme.
- Experience supporting or delivering user training on systems or data processes.
- Experience of budget monitoring and expenditure tracking.

Values & behaviours

We are looking for someone who embodies the following in their day-to-day work:

- Collaborative – works openly with colleagues and shares knowledge generously.
- Curious – always looking to improve processes, find better insights, and understand supporter motivations.
- Accountable – takes ownership of work and communicates proactively when challenges arise.
- Detail-oriented – understands that data accuracy underpins everything the organisation does.
- Supporter-focused – keeps the experience of donors and supporters at the heart of decision-making.
- Warm and personable – able to build genuine, lasting relationships with supporters from all backgrounds.

5

How to apply



To find out more about this role, and how to apply, please contact Charisma who will be handling all applications for this role on behalf of International Mission to Jewish People.

Charisma can be reached at the following:

Contact person: Adam Stacey
Email: info@charismarecruitment.co.uk
Phone: 01962 813 300

Your application should be submitted through the [Charisma website](#) and include your CV and supporting statement explaining clearly your suitability for this particular role.

This post is subject to an Occupational Requirement that the postholder is a practising Christian, per part 1 of Schedule 9 of the Equality Act 2010. During the vetting interview, you will be invited to share your personal Christian journey and involvement in church.

Closing date: 13 September 2026

Applications are being reviewed on receipt and interviews will be conducted on a rolling basis. When a suitable candidate is found the role will close, so please apply without delay to avoid disappointment.



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