

# Head of Partner Solutions

Role Description and Recruitment Pack



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# Role overview

<b>Title:</b>	Head of Partner Solutions
<b>Hours:</b>	35 hours per week
<b>Contract:</b>	Permanent
<b>Location:</b>	1 Lamb's Passage, London, EC1Y 8AB (You must be able to work in the office at least one day per week, or as the organisation requires)
<b>Reports to:</b>	Chief Customer Officer
<b>Salary:</b>	£55k (depending on experience)
<b>Closing date:</b>	9am on 8 <sup>th</sup> September 2025

## Why this position is important to us

We have a bold ambition to enable our church and charity partners to be more sustainable; thriving as healthy, well-resourced ministries, equipped and enabled to achieve more Kingdom impact, and the services we provide to our partners are vital to accomplishing this.

Working closely with our Head of Accounts Examination and Head of Payroll Bureau, you will play a crucial role in ensuring the continuation and growth of our highly valued services with exceptional customer care, as well as the innovation and ambition to develop new services for our church and charity partners.

This is a pivotal leadership role that combines operational excellence with a deep understanding of partner needs, an entrepreneurial instinct to spot new service opportunities, and a heart to serve the Church.

We are looking for a leader who takes a proactive and highly collaborative approach to their work, leading with humility, transparency, awareness, listening, and empathy, helping those they work with and the customers we serve, to flourish.

## The impact you will have in this role

As a key leader of our services to churches and Christian charities, you will help shape how Stewardship equips them to thrive financially, operationally, and missionally.

## Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

## Our vision, mission and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



To find out more about Stewardship, [please view our short video clip](#)

# Job detail

## Overview

We are seeking an experienced and forward-thinking Head of Partner Solutions to lead the delivery and strategic growth of a number of our services to churches and Christian charities. This is a pivotal leadership role that combines operational excellence with a deep understanding of partner needs, an entrepreneurial instinct to spot new service opportunities, and a heart to serve the Church.

You will oversee two key existing services for churches and Christian charities - Accounts Examination and Payroll Bureau – working closely with team leaders to ensure we continue to deliver with excellence and impact, within a strong compliance and governance framework. You'll also be responsible for developing and launching new services as our partners' needs evolve, such as Bookkeeping, and other support solutions.

This is a senior role in the organisation and forms part of Stewardship's Leadership Team. As such, the role holder will need to demonstrate the attributes of a servant leader – important characteristics of this style of leadership include humility, transparency, awareness, listening, empathy, community building and helping people to flourish.

As a member of the Leadership Team, working closely with the Head of Partner Governance Services and other leaders, you will help shape how Stewardship equips churches and Christian charities to thrive financially, operationally, and missionally.

## Main responsibilities

To include, but not limited to:

### 1. Strategic Leadership

- Lead the strategy and direction for Stewardship's Partner Solutions' contribution to our Strategic Goals, ensuring alignment with our vision, mission and values.
- Collaborate with the Chief Customer Officer and other senior leaders to evolve and grow service offerings based on sector needs and partner feedback.
- Act as a champion for excellent service, innovation, and the voice of the partner within Stewardship.

## **2. Team Leadership**

- Lead and develop high-performing Partner Solutions teams, fostering a culture of accountability, service, and professional growth.
- Set clear objectives, provide coaching and support, and monitor performance to ensure excellence in delivery.
- Promote a team culture aligned with Stewardship's Christian ethos and commitment to partner impact.

## **3. Oversight of Core Services**

- Provide strategic and operational accountability for existing services, including:
  - Accounts Examination – ensuring quality, accuracy, and compliance with all regulatory standards.
  - Payroll Bureau – delivering timely, accurate payroll services tailored to churches and Christian charities.
- Support and coach the leaders of these services to ensure high standards of service delivery, operational efficiency, and continuous improvement are met across all our offerings.

## **4. Development of Future Services**

- Identify, scope, and oversee the development of new services to meet evolving partner needs (e.g. Bookkeeping and other operational support services).
- Build and manage business cases for new services, including resource planning, delivery models, and financial viability.
- Collaborate cross-functionally to pilot and scale new offerings.

## **5. Stakeholder Engagement**

- Build trusted relationships with churches, Christian charities, and sector influencers to stay closely connected to the needs of those we serve.
- Where appropriate, represent Stewardship at key events, networks, and forums to promote services and gather insight.

**Key Skills & Competencies:**

- **Communication:** Excellent verbal and written communication skills, including experience presenting to senior leaders.
- **Leadership & Influence:** Adept at fostering collaboration and consensus among senior executives and diverse teams, inspiring leadership with a servant-hearted approach.
- **Project Management:** Proven expertise in leading complex, cross-functional projects, with strong skills in managing competing priorities and deadlines.
- **Cultural Sensitivity:** Ability to navigate and enhance the distinct mission-centred culture while integrating values of diversity, inclusion, and belonging.
- **Christian Faith:** A personal commitment to living out Christian values in the workplace, with an understanding of the distinct mission.

## It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

- **Servant Leadership:** Models servant leadership, with a desire to support others and help them succeed in their roles.
- **Adaptable & Flexible:** Thrives in dynamic environments and can pivot quickly to address emerging needs.
- **Values-Driven:** Deeply aligned with the organisation's values of generosity, service, and impact.
- **Collaborative:** A team player with the ability to foster positive working relationships across the organisation.
- **Takes initiative:** Ability to be self-directed and identify what needs to be done, how to do it and take it forward.
- **Drives momentum:** Naturally motivated to drive progress and change, bringing teams along on the journey.
- **Integrity** – demonstrates high level of discretion, integrity, and professionalism to handle sensitive and confidential information appropriately.

## Desired skills and experience

Skills and experience	Essential	Desirable
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
Senior leadership experience in a service delivery, operations, or solutions-oriented role, ideally in a professional services or non-profit context.	✓	
Management or leadership experience within a regulated sector (such as accounting or legal services).	✓	
Proven track record of managing multiple services or product lines, including operational oversight and performance improvement.	✓	
Experience working with or within churches or Christian charities (either in a paid or voluntary capacity), with deep empathy for their mission and challenges.	✓	
Strong strategic thinking and problem-solving skills, with an ability to innovate and scale services.	✓	
Excellent interpersonal and communication skills, and a collaborative leadership style.	✓	
Experience in financial services, consultancy, or nonprofit compliance and governance.		✓
Familiarity with the regulatory and operational landscape, ideally in accounting or payroll services, for UK churches and Christian charities.		✓
Experience launching or managing services such as bookkeeping, accounting, or HR support.		✓
Proven expertise in leading cross-functional projects, with strong skills in managing competing priorities and deadlines.		✓
Proficiency in Microsoft Office 365 (Word, Excel, PowerPoint, Outlook) and experience using collaboration tools (e.g. Microsoft Teams, SharePoint, Zoom)	✓	



# Working for us

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**Q. What are the usual working hours?**

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm in accordance with the needs of the organisation.

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**Q. How much Annual Leave do you offer?**

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

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**Q. What are the pension arrangements?**

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service).  
A salary sacrifice scheme for personal contributions is also available.

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**Q. Is it possible to work from home?**

A. Yes, we are happy to offer flexibility for this role but would expect you to work in our London office for a minimum of 1 day per week.

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**Q. What staff benefits do you offer?**

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
  - Hybrid and flexible working options
  - Contribution to your charitable giving account
  - Generous leave allowances
  - Long service awards
  - Participation in the Cycle to Work Scheme
  - Death in Service benefit (4x annual salary)
  - Free to employees Health Cash Plan and Employee Assistance Programme
  - Interest-free loans
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# How to apply



## Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



## Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: [careers@stewardship.org.uk](mailto:careers@stewardship.org.uk)



## How to apply for this position

You can apply online for this role at [www.stewardship.org.uk/about-us/careers](http://www.stewardship.org.uk/about-us/careers)

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.