



JOB DESCRIPTION

JOB TITLE:	Charity Impact Manager
BAND:	6
SALARY:	£37,338 - £44,962.
HOURS:	37.5 Hours
PLACE OF WORK:	Flexible/ Agile working with 50% time based in office
TYPE OF CONTRACT:	Permanent
DEPARTMENT:	RUHX – Charity Team
SPECIALITY / DIVISION:	Strategy Directorate
RESPONSIBLE TO:	RUHX Head of Operations

At RUHX, we're more than a hospital charity.

We go further to give every patient the extra extraordinary care they deserve, while supporting our staff to do what they do best and furthering innovation within our hospitals. We're out there in our community, collaborating with the people and organisations who drive real change. And we're making sure that every penny we raise goes towards improving health, happiness and wellbeing for everyone in Bath and beyond.

We are RUHX. And together, we have the power to do more.

We're the official NHS charity of the Royal United Hospitals Bath – The X stands for the extra extraordinary work that our staff, volunteers and supporters do to make our place healthier and happier for everyone. Our charity values are important to us, making sure we are all working towards the same goals, they shape our team culture and are in the DNA of all we do.

- **Creating comm-unity** - We're here to bring people together – to build trust, inspire others, and share all we have. We're a charity built on empathy and compassion and putting the needs of real people first. Together, we can do more.
- **Positively disruptive** - If the rules aren't helping us to make our place healthier and happier for everyone, we're not afraid to challenge them. We're brave, bold and ready to shake things up if it means making a difference.

- **Science with heart** - As a hospital charity we talk a lot about health conditions, research, technology and science – but that doesn't mean we leave out the real people at the heart of it all. We bring out the human element in every story.
- **Exchange (Giving and taking)** - We're here for the people at the heart of our diverse community. That's why, whether it's our staff or our supporters, we're committed to giving back as much as we welcome in – promoting equality and inclusivity across all we do.

JOB SUMMARY: This is an exciting opportunity to work closely with the Associate Director of RUHX, Head of Operations, Head of Development and colleagues across the RUH to further develop our internal grant making scheme and impact reporting.

We are looking for a passionate and motivated individual to join our team to lead on developing new charity projects and further developing our impact framework. You will be a strong communicator, able to proactively build relationships, understand clearly others' needs and issues and collaboratively create clear, pragmatic and high-quality solutions and outputs in response. You must be able to take complex scientific and health information and present it in an engaging way for a variety of audiences.

As the impact and evaluation specialist in the organisation, you will manage monitoring and evaluation across our work in projects and development and ensure we gather the best possible evidence of our impact. You will have a strong knowledge of grant funding evaluation/impact assessment theory and practice as well as experience of applying it within a charity or health context.

MAIN DUTIES & RESPONSIBILITIES:

- **Inspiring our donors through storytelling;** ALL staff are expected to take a donor-centred approach to build relationships and maximise engagement and lifetime value with new and existing supporters and volunteers. You will lead our team in working with clinical colleagues and patients to identify, gather and create inspiring stories about our work and to support the fundraising team to solicit support from a wide range of audiences. You will lead on the creation and delivery of the annual impact report
- **Project Management:** Lead on developing a clear project management approach for prioritizing, managing and delivering charitable grants process, ensuring that projects which have secured funding are delivered on time and and report on charity impact. This includes working with senior RUH Trust staff to agree SLA's and sign off processes for future charity projects.
- **Impact Framework;** Lead, design, manage and undertake high quality monitoring and evaluation of all charity projects. Ensuring that our projects have excellent data collection processes which enable effective evaluation of our work and comply with UK GDPR and the terms of specific grants where appropriate. Provide regular reporting and work with our fundraising team to respond to specific data requests where they support additional income generation or completion of grant progress reports.
- **Stakeholder engagement;** Consulting with staff, at all levels to gain positive engagement in RUHX internal grant making process, initiating and testing new ways of working with divisions on charitable funds and funding opportunities. You will develop our internal impact practice and systems and internally champion the RUHX 5-year strategy with RUH staff and

departments. Part of your role will involve proactively attending strategic and operational meetings and working groups across the RUH.

- **Grant Making;** You will lead on the management of the new RUHX internal and external grant making process that adheres to agreed governance, charity law, best practice for grant making. This include developing regular communications to reach staff and departments across the RUH to create equity and uncover areas of greatest need requiring funding. You will provide and present a quarterly report to charities committee on all agree charity expenditure up to £25k and provide details of applications over £25k for consideration and approval. You will manage the quarterly grants advisory panel.
- **Charity Expenditure;** Working with RUH estates team and procurement to achieve accurate and value-for-money costings of capital and equipment projects. Working with RUH finance team to ensure that all internal grants align with the charity objectives and adhere to regulations on appropriate use of funds.
- **Systems;** post holder will be expected to maintain records of supporter engagement on the charities CRM system (Raisers Edge), keep accurate financial records on RUH finance systems, datix risk register, monitor and report on activities to Associate Director of RUHX.
- **Fundraising compliance & best practice;** post holder will be expected to ensure they maintain an understanding of charity law, fundraising regulations and best practice relating to grant making. To participate in training and to undertake appropriate learning and development as identified through annual appraisals and personal learning plans. To adhere to the charity's policies at all times.

WORKING RELATIONSHIPS

The post holder will be required to work collaboratively and to communicate with and internally and externally:

- Associate Director RUHX: To support the Associate Director RUHX, to support the delivery of the charities 5 year strategy and key charitable projects.
- Head of Operations; To report to and work with the Head of Operations to deliver the grant making scheme, financial and processes.
- Head of Development: To work directly with Head of Development to support creation and delivery of projects for restricted gifts from Major Donors, Trusts, Gifts in wills and other organisations. You will support the development team by gathering information for impact reports.
- Charities Committee: You will provide and present a quarterly report to charities committee on all agreed charity expenditure up to £25k and provide details of applications over £25k for consideration and approval.
- RUHX staff to work collaboratively as part of the wider team to ensure that activities are on brand, integrated, donor centred, innovative, maximise supporter engagement and lifetime value.
- RUH Wards & Departments proactively build positive working relationships with key senior clinical staff, wards and departments to generate and deliver charity projects.
- RUH Finance & Procurement Team to work with finance and procurement teams to ensure that projects are appropriate and processes are adhered to.
- RUH Estates Team proactively build relationships with estates team to ensure that charitable capital projects are fully costed and delivered on time and to budget and donor expectations.

POLICIES AND EXPECTED STANDARDS

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;

- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce.

PATIENT AND CARER EXPERIENCE

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

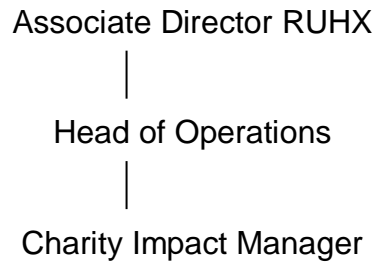
FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

DIMENSIONS

[Put in here information about the size / number of staff and / or finance / budgets that the post has direct responsibility for managing. With budgets this should indicate the level of budget-holder (Executive-level, Division / Business Unit-level, Speciality-level, Cost-centre-level). Put in any training responsibilities]

STRUCTURE CHART



ANNUAL LEAVE ENTITLEMENTS:

Length of Service	Annual leave and public holidays
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff
After five years' service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff
After 10 years' service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff

NOTICE PERIODS:

Band	Notice Period
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks

PERSON SPECIFICATION

CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
Qualifications & Training	<ul style="list-style-type: none"> • Educated to degree / diploma level or equivalent experience in a related area (Charity, grant giving) • Excellent standard of English - written, spoken and grammar • Continued professional development 	<ul style="list-style-type: none"> • Project management qualification • Member of Institute of Fundraising or equivalent professional body
Knowledge & Experience	<ul style="list-style-type: none"> • Experience / knowledge in developing strategies to deliver grant making programmes in line with strategic charity objectives. • Experience of delivering complex projects on time and to budget. • Sound understanding of current UK laws, processes and procedures relating to grant making and charitable expenditure • Ability to interpret and implement with minimal guidance, legislation surrounding the grant making, national standards, and Institute of Fundraising Codes of Practice relating to donor engagement and grant making. • Excellent understanding of grant making best processes and best practice. • Knowledge and experience of working with healthcare provision in the NHS and its current priorities. • Significant experience in a stakeholder management role providing high levels of stakeholder engagement and dealing with complex, sensitive relationships aimed at securing engagement and agreement. • Significant experience or developing impact frameworks to record and report on impact of work against strategic objectives. • Significant experience of developing excellent working relationships with, and the 	<p>Knowledge of the local community including excellent networks</p> <p>Knowledge of RUHX& its aims</p> <p>Experience of line managing a team and managing HR processes.</p>

	<p>engagement of, both a wide cross section of the public and senior level professionals in the NHS, charity and other sectors.</p> <ul style="list-style-type: none"> • Significant experience of close Team working and co-operation to achieve best outcomes for an organisation's objectives. 	
<p>Values</p>	<p>Values and respects others, treats everyone as an individual, is non-judgemental</p> <p>Motivated to be genuinely kind and caring</p> <p>Helps and co-operates with colleagues</p> <p>Pro-active and takes responsibility</p> <p>Willing to learn, open to change</p> <p>Motivated to make a difference in whatever way they can</p> <p>Takes pride in themselves, their appearance, their role and where they work.</p>	
<p>Specific Skills</p>	<ul style="list-style-type: none"> • Ability to lead, monitor and evaluate the effectiveness of policies and strategies within areas of responsibility • Ability to plan complex charity projects, with an aptitude for organisational detail including developing comprehensive action and project plans for areas of responsibility. • Ability to analyse a wide range of information and statistics relating to impact and evaluation: • Excellent communication, presentation, negotiation and interpersonal skills at a senior level. • Leading on the design and production of high quality resources for the communications of grant programmes and impact reporting. • Confident but sensitive telephone manner and face to face conversations. • Confidence to find & articulate mutually beneficial opportunities for the charity & stakeholders • Ability to use IT systems including Microsoft Office 	

	<p>software, plus knowledge of Raisers Edge NXT relationship management database to produce reports, publications & proposals</p> <ul style="list-style-type: none"> • Ability to budget and control the use of financial and other resources • Ability and confidence to work under own initiative / motivation and able to time-manage and prioritise workloads in busy and demanding circumstances with tight timescales; 	
<p>Physical Skills & Effort Emotional Effort</p>	<ul style="list-style-type: none"> • Enthusiasm for meeting new people & developing strong working relationships with clinicians and senior hospital executives • Ability to act as the sole representative of the charity in a range of stakeholder engagement settings, utilising impact, passion and integrity • Ability to demonstrate commitment and enthusiasm for the charity and gathering impact – being proactive, making improvements and bringing new ideas and developments to the table • Ability to maintain communication, empathy and confidentiality with patients / families / supporters in what can frequently be distressing or emotional circumstances (eg cancer, bereavement, estate planning etc), using patience and tact at all times • Stamina and resilience, plus capable of concentrated work under pressure despite frequent interruptions 	
<p>Requirements due to Working Environment</p>	<ul style="list-style-type: none"> • Daily, and more or less continuous, VDU working with advanced keyboard us • Ability to work out of hours on a regular bases, with time off in lieu where appropriate • Ability to travel off-site around the RUH catchment, as and when required to attend meetings / events etc. 	