

JOB DESCRIPTION

Band	Salary Range	Department	Philanthropy
Reports to	Director of Philanthropy	Directorate	Philanthropy
Location	Regents Park – Park Square West	Hours (FTE)	37.5

JOB SUMMARY

The Head of Philanthropy Operations provides strategic and operational leadership for the development of the philanthropy function at The London Clinic. The role is responsible for designing and implementing the operational infrastructure, governance frameworks and organisational partnerships required to support a sustainable and high-performing fundraising programme.

Working within a complex healthcare environment, the postholder will lead the development of systems, processes and institutional readiness that enable philanthropic activity to grow and support the strategic priorities of the organisation. This includes establishing best-practice governance and reporting structures, strengthening collaboration with clinical teams, and ensuring philanthropy is effectively integrated into the patient and staff experience.

The Head of Philanthropy Operations will work closely with the Director of Philanthropy and senior stakeholders across the organisation to operationalise the Clinic’s fundraising strategy, embed a culture of philanthropy across the organisation, and build the internal capability required to secure and steward major philanthropic partnerships.

This is a transformation role that will bring structure, accountability and continuous improvement to the philanthropy programme during a period of organisational growth and development.

This job description is a general guide to the scope of the job but may change in line with the needs of the department or at the request of the Manager. The post-holder may be asked to undertake any other project or duties commensurate with the grade of the post and as agreed with the Manager.

DUTIES & AREAS OF RESPONSIBILITY

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Philanthropy Programme Development & Strategic Delivery

- Support the Director of Philanthropy in delivering the Clinic’s fundraising strategy and developing the operational foundations required to support sustainable philanthropic growth.
- Lead the development and implementation of the operational framework that underpins philanthropy across The London Clinic.
- Translate strategic fundraising priorities into practical operational systems, processes and delivery plans across the wider organisation to enable sustainable growth.
- Contribute to the development and implementation of the Clinic’s case for support and portfolio of philanthropic giving opportunities aligned with institutional priorities.

- Identify opportunities to strengthen the role of philanthropy in supporting the strategic ambitions of the Clinic, including major clinical programmes and centres of excellence.
- Provide operational advice and insight to senior leadership on philanthropy infrastructure, governance and organisational readiness.
- Build credibility and influence senior stakeholders across clinical, operational and executive teams to support philanthropic initiatives.

Fundraising Infrastructure

- Develop and implement operational systems that support donor identification, stewardship and engagement.
- Support the development of a grateful patient programme and ensure operational systems enable its effective delivery, including the development and roll out of staff training.
- Establish processes that enable the philanthropy team to manage relationships with major donors, trusts, foundations and corporate partners.
- Strengthen systems that support donor stewardship, recognition and long-term engagement.
- Support the development of partnerships with organisations and institutions that may contribute to philanthropic initiatives.
- Establish operational pathways that enable consultants, clinicians and patient-facing teams to engage appropriately with philanthropic initiatives.

Philanthropy Operations, Systems & Insight

- Design and implement scalable systems, processes and workflows that support a high-performing philanthropy programme.
- Ensure philanthropy is effectively integrated within clinical, operational and corporate services environments, building strong partnerships across departments.
- Oversee the effective use and development of Raiser's Edge, ensuring robust data management, reporting capability and operational insight.
- Develop centralised systems for donor data management, stewardship tracking and fundraising performance monitoring.
- Establish effective reporting mechanisms, metrics and performance dashboards to support decision-making and accountability.
- Champion high standards of data integrity, operational efficiency and continuous improvement across the philanthropy function.

Financial Management and Operational Reporting

- Oversee the operational management of philanthropic income processes, including gift processing, reconciliation and reporting, ensuring alignment with organisational financial governance requirements.
- Develop and maintain reporting mechanisms that monitor philanthropic income, operational performance and fundraising activity.
- Work closely with finance colleagues to ensure accurate financial oversight of charitable funds and the effective management of income reporting and forecasting.
- Contribute to financial planning for the philanthropy programme and ensure resources are deployed effectively to support strategic priorities.

Governance, Risk & Compliance

- Lead the development and implementation of governance frameworks that ensure philanthropic activity meets regulatory, ethical and organisational standards.
- Ensure compliance with charity law, fundraising regulation, data protection and internal policies.
- Develop policies and standard operating procedures that underpin fundraising activity across the Clinic.
- Prepare reports, briefings and operational updates for the Director of Philanthropy, trustees, committees and senior leadership forums.

- Work with internal stakeholders to identify and manage risks associated with philanthropic activity.

Leadership & Team Development

- Lead and develop the philanthropy operations team, including line management of the Philanthropy Research and Stewardship Executive.
- Foster a high-performing team culture that emphasises professionalism, collaboration and accountability.
- Support the recruitment and development of staff as the philanthropy function grows.
- Provide clear operational leadership and guidance to ensure the delivery of high-quality fundraising and donor engagement activity.
- Ensure consistent adherence to all relevant policies and procedures, role-modelling best practice and upholding organisational standards across your team at all times.
- Stay up to date with both your own and your team's mandatory and statutory training requirements relevant to each role.
- Demonstrates a commitment to ongoing professional development by actively engaging in training, learning opportunities, and reflective practice to enhance skills and maintain up to date knowledge relevant to the role.
- You will be expected to role model and actively uphold The London Clinic's values in everything you do, We Work as One, We Personalise Care and We Go Further.
- Lead by example in driving quality improvement initiatives to support a culture of safety, continuous learning, and ongoing improvement within your team and daily operations.
- Provide inspirational and supportive leadership through every stage of the employee lifecycle recruiting, coaching, developing, managing attendance and managing performance to build a committed, empowered, and high performing team. This includes actively role-modelling The London Clinic's values and taking ownership of people management challenges with confidence and integrity.
- As a manager, demonstrate compassionate and inclusive leadership by fostering a culture of respect and belonging within your team and across the Clinic. Take active ownership of the Clinic's Inclusion Priorities, embedding its principles into your leadership approach, decision-making, and team development ensuring equity, diversity, and inclusion are central to how care is delivered and how staff are supported.
- Champion the Clinic's charitable status by sharing our mission and impact with patients and colleagues, and by working in partnership with the Philanthropy team to grow and embed philanthropy as a valued part of our organisation's culture.
- Champion cost-effective practices by managing resources responsibly and supporting your team in contributing to the hospital's financial sustainability.
- Demonstrate a commitment to respecting the human rights, privacy, and dignity of all patients and colleagues, ensuring care is delivered in line with our values.
- Maintain strict patient confidentiality at all times, safeguarding sensitive information in accordance with our policies.

Continuous Improvement & Service Development

- Identify opportunities to improve operational effectiveness and remove barriers to fundraising activity across the organisation.
- Lead initiatives that strengthen the systems, processes and ways of working within the philanthropy function.
- Monitor operational performance and implement improvements that enhance donor experience and fundraising outcomes.
- Support the ongoing development of the philanthropy programme as a key contributor to the Clinic's long-term strategic ambitions.

PERSON SPECIFICATIONS	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
QUALIFICATIONS		
EXPERIENCE	<p>Demonstrated experience designing and implementing operational systems, processes and governance frameworks that support programme or service delivery.</p> <p>Proven experience supporting the development or growth of a fundraising or philanthropic programme.</p> <p>Experience working effectively with senior stakeholders and across multiple organisational functions, including clinical or frontline teams.</p> <p>Experience managing compliance, governance and operational risk within a regulated or policy-driven environment.</p> <p>Strong working knowledge of Raiser's Edge or a comparable CRM system used to support fundraising operations, donor management and reporting.</p> <p>Experience developing and implementing operational reporting, performance metrics and data-driven decision making.</p>	<p>Significant experience in philanthropy, fundraising operations, or operational leadership within a complex organisation.</p> <p>Experience working within healthcare, medical research or other complex regulated sectors.</p> <p>Experience supporting the development of grateful patient programmes or donor engagement within a service-based environment.</p> <p>Experience working with senior volunteers, boards or advisory groups in support of fundraising initiatives.</p> <p>Experience working within a growing or transformational organisational environment.</p> <p>Experience managing and developing staff within a performance-focused environment.</p>
SKILLS	<p>Strong strategic and operational leadership skills with the ability to translate strategy into effective operational delivery.</p> <p>Excellent stakeholder management skills with the ability to build productive relationships with senior leaders, clinicians, consultants and colleagues across the organisation.</p> <p>Persistent and solutions-focused approach to overcoming barriers and progressing strategic priorities.</p> <p>Strong analytical and problem-solving skills, with the ability to interpret</p>	<p>Understanding of the principles of major gift fundraising and donor stewardship.</p> <p>Knowledge of charity governance, fundraising regulation and data protection requirements relevant to philanthropic activity.</p> <p>Experience supporting organisational change, service improvement or programme development initiatives.</p> <p>Understanding of the private healthcare sector or the role of philanthropy within healthcare organisations.</p>

	<p>complex information and identify opportunities for improvement.</p> <p>Excellent organisational and project management skills, with the ability to manage multiple priorities and deliver work to a high standard within demanding timelines.</p> <p>Excellent written and verbal communication skills, including the ability to prepare reports, briefings and presentations for senior stakeholders.</p> <p>Ability to operate effectively within complex organisational environments and navigate ambiguity while maintaining focus on outcomes.</p> <p>High levels of personal organisation, attention to detail and professional judgement.</p>	<p>Strong data literacy and the ability to use CRM systems and reporting tools to generate operational insight and inform decision making.</p>
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HEALTH & SAFETY

In carrying out the duties, the employee has a duty to take care of their own health and safety and that of others who may be affected by their acts or omissions whilst at work. This includes reporting unsafe conditions, working practices and conduct and behaviour not aligned with The London Clinic's values.

As an employee you must co-operate with the London Clinic and comply with our policies and working instructions, and make full and correct use of any protective or safety clothing and equipment provided.

EQUALITY, DIVERSITY & INCLUSION

Familiarize and Advocate:

- Understand and actively promote the Clinic's Inclusion Plan.

Engage in Diversity Initiatives:

- Participate in and support the Clinic's diversity initiatives whenever possible.

Cultivate an Inclusive Culture:

- Contribute to creating an inclusive culture within your department and across the Clinic.

Attend Educational Programs:

- Participate in the Clinic's educational programs related to Diversity & Inclusion whenever you can.

Be an active bystander:

- Speak up against behaviours that do not align with the Clinic's vision for inclusion, such as bias, discrimination, and exclusion.

Build Inclusive Relationships:

- Be open to building relationships with colleagues across the Clinic, regardless of their seniority or background.

SAFEGUARDING

The London Clinic is committed to safeguarding and promoting the welfare of adults at risk, children and young people and expects all employees to share this commitment.

Safeguarding is everyone's responsibility and employees are expected to safeguard people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits and asking for help and escalate concerns when necessary.

RAISING CONCERNS

The London Clinic is committed to promoting a culture of patient safety by emphasising the shared responsibility of all staff in promptly raising concerns regarding patient safety incidents or potential risks within the hospital.

INFECTION PREVENTION & CONTROL STATEMENT

The post holder plays a vital role in infection prevention and control and is responsible for implementing and maintaining effective IPC measures to safeguard patients, staff, and visitors. Adherence to infection prevention and control protocols and standards as per hospital guidelines and policies is mandatory. These will be explained during induction and refresher training in line with the role requirements.

DISCLOSURE AND BARRING SERVICE (DBS)

The London Clinic will carry out Disclosure and Barring Service (DBS) checks on successful applicants to roles where they will be working with vulnerable people, or potentially have access to such people. This position is covered by the Exceptions Order of the Rehabilitation of Offenders Act 1974. This means that all applicants are required to disclose information about spent, as well as unspent, convictions. Information can be requested via The Clinic's Application Form or during the application process.

Where applicable, the successful candidate will be required to undergo a Standard/Enhanced Disclosure check and to sign a declaration regarding criminal record information and fitness to practice. All information obtained by the Clinic will be used fairly, sensibly and confidentially in accordance with the Code of Practice issued by the DBS. It should be noted by all applicants that having a spent criminal record will not necessarily bar you from working with us.