

JOB TITLE:	Hospital Engagement Officer (Job Share)
BASE:	John Radcliffe Hospital, Headley Way, Oxford, OX3 9DU with travel to other hospitals in the Oxford University Hospitals Foundation Trust and the charity offices (OX3 8SB)
SALARY RANGE:	£27,450 - £29,000 FTE (pro-rata'd for part-time)
CONTRACT:	Six Months Fixed Term, with the possibility of extension
HOURS:	Up to 18.75 hours per week by agreement, worked across our operating hours - Monday to Friday 8am-5pm
REPORTS TO:	Hospital Engagement Manager

Oxford Hospitals Charity is seeking an approachable, proactive, and personable individual to join our Hospital Engagement Team in a job-share role, working across the Oxford University Hospitals NHS Foundation Trust to make a tangible impact on the lives of patients and staff.

This role is offered as a job share, with each postholder working 18.75 hours per week, alongside a colleague who is already in post. As a Hospital Engagement Officer, you will be a key link between the charity and our hospitals, meeting, motivating and inspiring patients, visitors and staff. Based primarily at the Charity Hub desk in the John Radcliffe Hospital, this varied and rewarding role will make the most of your skills in customer care and relationship-building. Whether speaking to new NHS staff at weekly staff inductions, inspiring visitors to support the charity through fundraising, or working alongside our incredible team of volunteers, you will play an important role in raising the profile of Oxford Hospitals Charity across our hospital sites. Working closely with your job share partner, you will ensure a collaborative and consistent approach to engaging with our hospital communities.

As a job-share, the preferred working pattern for this post is two full days (8:30-4:30 worked between Monday and Friday) and an additional half day. Alternative working patterns will be considered. Please indicate your preferred working pattern in your cover letter.

Join our small but impactful team and play a pivotal role in our mission to enhance the hospital environment, procure vital equipment that significantly improves patient care, and contribute to groundbreaking research, staff development, and training.

 charity@ouh.nhs.uk

 Oxford Hospitals Charity

Oxford Hospitals Charity

Unipart House Business Centre, Oxford, OX4 2PG

 01865 743444

 @OxHospCharity

www.hospitalcharity.co.uk

Key Responsibilities

Hospital Engagement

- In conjunction with the Hospitals Engagement Manager, assist with the running of the charity hub and desks in our hospitals, including this includes working closely with the Voluntary Services team to ensure a rota is established, charity hubs are well-stocked with charity literature and merchandise and reorder when necessary.
- Lead the relationship with OUH Voluntary Services to ensure that all volunteers that work with the charity have a great experience, understand their role in delivering charity projects and are kept up to date with key charity events, updates, and literature.
- Track and capture feedback from patients and visitors about ways in which they can support the charity, including sharing key information.
- Coordinate the delivery and restocking of dried food items and comfort packs to family areas and wards, ensuring timely distribution and maintaining accurate stock levels in collaboration with hospital staff and volunteers.
- Assist with the preparation and delivery of the comfort trolley programme, providing wellbeing items and refreshments to patients on wards, while engaging with them in a friendly and supportive manner.
- Working closely with Programme team, respond to initial requests from hospital staff for support and guidance on how to apply for charitable funding.
- Support the Hospital Engagement Manager and wider charity team at events, roadshows, celebration days and occasions, this includes providing hands-on support for our hospital teams.
- Collaborate with onsite providers, charities, and other onsite services to tell them about the work of the charity and look for opportunities to work together.

Fundraising and brand visibility

- Meet and engage with supporters at the charity desks, process donations and provide gold standard supporter care.
- Support our NHS Colleagues with any donation enquiries and advise on best practice.
- Support the NHS cashiers in receiving any donations for the charity, ensuring they have the information they need to do so.
- Coordinate the emptying and banking of the hospital donation boxes.
- Working closely with the fundraising team, proactively identify ways to drive and improve ways for patients to support their local hospital.
- Support the fundraising team with cheque presentations, impact stories and photos.
- With the Communications and Marketing Team, ensure that the charity branding throughout the hospital is kept up to date.

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Any other

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Making a difference across our hospitals



duties as reasonably required.

The closing date for this role is Wednesday 15th April and any interested candidates should apply by sharing their CV and a covering letter detailing why they are suitable, to Eleanor Jones, Head of People at Oxford Hospitals Charity – eleanor.jones@ouh.nhs.uk

Applications will be considered as they are received so early application is encouraged.

We request no contact from agencies please.

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The Ideal Candidate

We anticipate that 70% of this role will be based at the Charity Hub, at the John Radcliffe Hospital, with the remaining 30% spent across the wider John Radcliffe site, and the other hospitals in the Oxford University Hospitals NHS Foundation Trust.

Will have:

- Strong interpersonal skills, enabling confident engagement with a diverse range of stakeholders.
- Demonstrated ability to work flexibly and calmly under pressure.
- Strong ability to work independently and collaboratively as part of a team, effectively managing a broad workload.
- Proficiency in handling a busy schedule with multiple demands on time.
- Proven track record in delivering excellent customer care within a similar setting.
- Basic financial administration skills, to receive and process donations.
- Proven IT skills including a good working knowledge of Microsoft Office and experience of working with databases.
- NHS or charity experience is desirable.
- Experience of working with volunteers also desirable.
- Willingness to work across multiple sites.

Will be:

- Pragmatic, adaptable, and action-oriented, with a talent for analysing operational issues and seizing opportunities.
- An excellent relationship builder, with demonstrable experience in a customer facing role.
- Comfortable with regular manual handling to ensure the delivery of hospital engagement programmes.
- Proud to represent Oxford Hospitals Charity, maintaining high standards of professionalism at all times and enjoy modelling our charity values – respect, ambition, collaboration, and openness, in all aspects of their work.
- Happy to work flexibly across the team, providing support where needed.
- Confident working in a sensitive environment, maintaining confidentiality at all times.
- Able to travel to different hospital sites to meet with and support the team.

We offer the following benefits:

27 days paid holiday per year, rising to 29 days after 5 years and 33 days after 10 years, plus 8 Bank Holidays (pro-rata'd for part-time employees)

Pension scheme with an employer contribution up to 6.5%

- Paid Sick Leave after completion of a 6-month probation period.
- Cycle to Work scheme - saving up to 39% on the cost of new bikes.
- Edenred savings scheme – offers and discounted gift cards for money off travel, days out, shopping, eating out, DIY etc.
- Interest Free Season Ticket loans (train/bus travel only)
- Employee Assistance Programme

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