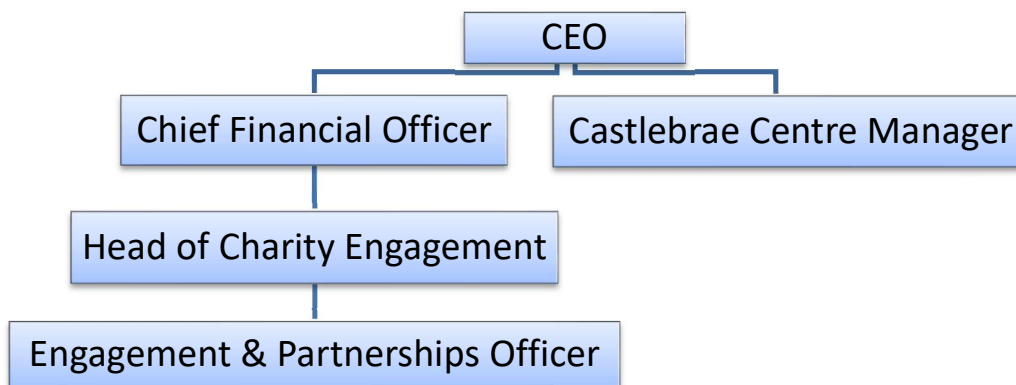


Job Description

Title: Engagement & Partnerships Officer (Castlebrae)
Location: Police Treatment Centre
Castlebrae, Auchterarder
Department: Charity Engagement Team
Reports to: Head of Charity Engagement and Castlebrae Centre Manager



Job Purpose:

The Engagement & Partnerships Officer (Castlebrae) will lead on engagement, outreach, and relationship-building activities on behalf of The Police Treatment Centres and The Police Children's Charity, with specific responsibility for Castlebrae.

The post holder will act as the primary engagement lead for Castlebrae, building strong relationships with police forces (particularly Police Scotland), federations, benevolent funds, donors, ambassadors, patients, and local stakeholders. The role will promote awareness, understanding, and support of both charities, contributing to donor recruitment, income generation, and long-term supporter engagement.

Primary Responsibilities:

1. Engagement & Stakeholder Relationships

- Act as the single point of contact (SPOC) for all stakeholder engagement enquiries relating to Castlebrae, including patients, donors, trustees, police forces, federations, benevolent funds, and visitors.
- Develop and maintain effective working relationships with police forces, federations, benevolent funds, and associated bodies to support awareness, collaboration, and donor recruitment.
- Represent both charities as a professional ambassador at meetings, events, conferences, and familiarisation visits.
- Proactively identify new engagement opportunities with stakeholders, supporters, and community groups and liaise with Charity Engagement Team colleagues accordingly.

2. Castlebrae Engagement & Events

- Support the Castlebrae Centre Manager with external events, corporate hire activity, and hospitality where required.
- Act as SPOC for patient social committees, supporting patient-led engagement activities.
- Coordinate and host familiarisation visits for new stakeholders, trustees, and visitors to Castlebrae.
- Work with colleagues to schedule and manage events, workshops, or outreach initiatives.
- Maintain oversight of Castlebrae engagement activity, ensuring actions are planned, monitored, and reported.

3. Inputs

- Deliver presentations (in person and online) to:
 - New student police officers
 - Officers approaching retirement
 - Wellbeing events, conferences, and policing forums
- Maintain a strong working knowledge of the purpose, impact, and services of both charities to ensure consistent and accurate messaging.
- Support initiatives aimed at increasing membership and donor sign-up rates.
- The role will require travel together with some weekend and evening work. On occasion there may also be the requirement to be away from home overnight.

4. Income Generation & Fundraising Support

- Identify local potential grant, trust, sponsorship, and funding opportunities and liaise with the Fundraising Officer accordingly.
- Work with the Head of Charity Engagement and Castlebrae Centre Manager to identify potential capital and revenue projects requiring funding support.
- Build relationships with local organisations, networks, and charities to develop mutually beneficial partnerships and income opportunities.
- Support fundraising activities locally, taking a hands-on role where appropriate.
- Support the Charity Engagement Team in the publicising and delivery of Hospitality at Castlebrae

5. Ambassadors & Wellbeing Champions

- Recruit, support, and coordinate charity ambassadors on behalf of The Police Treatment Centres and The Police Children's Charity, with a specific focus on Police Scotland.
- Liaise with the Engagement and Outreach Officer regarding the wider ambassador network.
- Act as SPOC for Police Scotland Wellbeing Champions to disseminate relevant information about Castlebrae and the charities.
- Maintain accurate records of ambassador activity and impact.

6. Testimonials, Communications & Media

- Identify and source testimonials from patients and stakeholders, ensuring consent and safeguarding requirements are met.
- Work with the Communications Officer to ensure stories are captured sensitively and used appropriately.
- Contribute content relating to Castlebrae for internal and external communications.
- Identify relevant local and specialist media opportunities and support the development of press releases, features, case studies, and campaigns in collaboration with colleagues.

7. Team & Administration

- Represent the Charity Engagement Team at internal meetings at Castlebrae.
- Work with colleagues to maintain accurate records and databases.
- Take responsibility for administrative tasks connected to the role at Castlebrae, where these cannot be undertaken by the Harrogate-based Admin Assistant.

Secondary Responsibilities:

- Ensure adequate communication of proposed changes
- To be proactive in the adoption and promotion of agreed changes
- To take a positive approach to new initiatives and opportunities
- Flexibility to travel on occasions
- Observe all the Charity's policies and regulations

Undertake such other duties and tasks as may lie within the scope of this post to ensure the effective delivery and development of the service

The purpose of this document is to act as a guide to the duties which may be required. It is not an exhaustive list and other duties may be required in accordance with the grade of the post and the competencies of the post holder. The job description from time to time may be subject to review and change following consultation with the post holder.

Signature of Post Holder..... Date.....

Signature of Manager Date.....

Police Treatment Centres

Person Specification

Job Title: Engagement & Partnerships Officer (Castlebrae)

	Essential	Desirable	How identified
Qualifications	Degree and/or relevant professional qualification or exceptionally: 'A' levels or equivalent, if combined with extensive practical experience.	Membership of the CIPR or IOF	Application Form Copy of certificate
Skills	Strong interpersonal and relationship-building skills, with the ability to engage confidently with a wide range of people		Application Form Interview
	Excellent verbal communication skills, including the ability to deliver presentations to groups		Application Form Interview
	Good written communication skills, with the ability to contribute content for communications and media use	Copywriting experience	Application Form Interview
	Ability to work proactively, identify opportunities, and take initiative		Application Form Interview
	Strong organisational skills, with the ability to manage multiple priorities effectively		Application Form Interview
	Ability to work both independently and collaboratively as part of a team		Application Form Interview
	Competence in undertaking administrative tasks and maintaining accurate records and databases		Application Form Interview
	Knowledge of Microsoft Teams, Outlook		Application Form Interview
Experience	Experience in an engagement, partnerships, fundraising, communications, or outreach role, ideally within the charity, public, or not-for-profit sector	Experience of using new media and social media	Application Form Interview

	Demonstrable experience of building and maintaining effective relationships with external stakeholders		Application Form Interview
	Experience of representing an organisation professionally to external audiences		Application Form Interview
	Experience of planning, supporting, or delivering events, presentations, or engagement activities		Application Form Interview
		Experience of working with policing, emergency services, or blue-light organisations	Application Form Interview
Knowledge	An understanding of the importance of engagement, partnership working, and supporter stewardship		Application Form Interview
	Awareness of the sensitivities involved in working with service users, supporters, and potentially vulnerable individuals		Application Form Interview
	A commitment to safeguarding, confidentiality, and data protection		Application Form Interview
		Knowledge of grant funding, trusts, or sponsorship opportunities	Application Form Interview
Personal Qualities	Professional, approachable, and credible when acting as an ambassador for the organisation	Interest and empathy with the aims and activities of the charities	Application Form Interview
	Empathetic and sensitive, particularly when engaging with patients and supporters		Application Form Interview
	Enthusiastic, flexible, and solutions-focused		Interview
	A commitment to the values and mission of The Police Treatment Centres and The Police Children's Charity		Interview

Practical Requirements	Willingness and ability to travel regularly, including occasional evening, weekend, and overnight work		Application Form Interview
	Ability to work from Castlebrae and attend events across constituent forces as required		Application Form Interview
Other Information	The PTC will make every endeavour to make any reasonable adjustments for applicants who require assistance in carrying out their duties due to a disability.		
	The PTC positively welcomes applications from all sections of the community.		