

## Job Description: Strategic Partnerships Manager

<b>Department</b>	Income Generation
<b>Reports to</b>	Head of Partnerships
<b>Direct reports</b>	Partnerships Officer - Corporate Partnerships Officer - Trusts Partnerships Coordinator
<b>Key working relationships:</b>	Partnerships Team, Income Generation and Marketing Department, Hospice Leadership Team, Care Services Teams, High Value Supporters and Prospects
<b>Salary grade</b>	NN6
<b>Hours of work</b>	30
<b>Criminal Record Disclosure required (DBS)</b>	None

### Our Vision

A future where everyone approaching death and those who love and care for them can access compassionate, specialist palliative and end of life care.

### Our Mission

Is to provide outstanding specialist palliative and end of life care, guidance and advice to meet the needs of our community.

### Our Values

Our values define who we are and how we act. We are:

**Human:** We treat people with understanding, patience, respect and above all dignity. We are the welcoming smile, the talk over a cup of tea, the human touch.

**Courageous:** We stand firm, we do not flinch in the face of hard news, but always with humanity, sensitivity and respect for our community.

**Energetic:** Whether we're out running a fun run or at the hospice greeting our patients, we bring the energy and optimism to make the most of every day.

**Connected:** We are not an island, we thrive on partnerships and working with others, we believe we are better and stronger together.

**Expert:** We are looked up to by our community and our peers as the organisation to go to for knowledge, training, best practice and latest techniques.



## **JOB PURPOSE**

You will shape and deliver ambitious plans to sustainably grow our revenue and restricted income, with a focus on Corporate Partnerships and Trust Fundraising. As an experienced and confident line manager, you will support, develop and coach your team to achieve high performance. As an expert fundraiser, you'll take personal accountability for a small portfolio of strategic partnerships. You'll lead the development of compelling proposals and impact reports to inspire and engage existing and new high value supporters and will ensure exceptional supporter experience. You'll do this in line with our Values and to achieve our Mission and Vision.

## **MAIN DUTIES AND KEY RESPONSIBILITIES**

- Effectively line managing a team of 3 direct reports, providing clear direction, coaching and development to enable high performance, while proactively developing your own leadership skills to achieve the very best for the hospice.
- Leading the Corporate Partnerships Officer to grow new and existing corporate partnerships, to deliver sustainable income growth. You will lead by example, taking personal accountability for securing and managing strategic high-value partnerships.
- Leading the Trusts Partnerships Officer to maximise income from Trusts and Foundations, overseeing prospect identification, portfolio management and delivery of high quality and timely funding applications. You will personally lead on the cultivation and management of complex Trust partnerships.
- Leading the Partnerships Coordinator to develop and deliver key engagement activity, including events and volunteering opportunities, that strengthen relationships and secure long-term support.
- Developing compelling packages of support and fundraising propositions aligned to operational requirements and funding needs. You'll do this working closely with staff across the organisation and will support the Partnerships team to successfully use these to develop sustainable income from a multitude of audiences.
- Leading on external communications and the delivery of reporting requirements to income generating partnership organisations, in collaboration with MarComms.
- Closely monitoring income & expenditure, contributing to robust organisational budgeting and forecasting processes.
- You'll be an ambassador for longer term investment fundraising across the organisation and will involve Trustees and staff from all disciplines in opportunities to deliver compelling stewardship and to meet appropriate donors and VIPs.
- In all you do, you'll highlight to the Head of Partnerships any identified risks to any aspects of your activity.

### **These are some of the more detailed aspects of the role:**

- You'll champion collaborative working across the organisation and actively contribute to the management group, including developing strategy, planning activity, and developing budgets.
- You'll champion and actively encourage an innovative, creative and insight led environment, challenging the team to continually explore the most effective ways to retain donors, encourage repeat support and maximise potential lifetime value, in line with objectives, targets and budgets.
- Where necessary, you'll co-ordinate and manage volunteers to support the delivery of our work, motivating, engaging and supporting them to ensure the best use of their long-term support.
- You'll ensure compliance with Charity Commission, Fundraising Regulator and Gambling Commission codes of conduct and regulation.
- The data of our supporters, patients and people is very important to us. You'll maintain accurate and up to date records and accept responsibility for the safe and secure handling and storage of confidential information, in accordance with appropriate data protection legislation and regulation and the hospice's own data protection policies.
- You'll keep us safe by following hospice procedures for incident/accident/complaints reporting, including how we improve what we do from what we've learned.
- You'll represent St Catherine's Hospice at networking events, cheque presentations and photo opportunities in the local community, as agreed with the Head of Partnerships.
- You'll embrace your continuing professional and self-development, keeping up to date with trends in philanthropy and fundraising and ensuring compliance with hospice compulsory training requirements

**This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational need and changes as they occur. You will also contribute to the wider corporate and organisation needs of St Catherine's such as supporting our fundraising efforts.**

### **Policies and Procedures**

In addition to your professional code of conduct, you must familiarise yourself with, and adhere to St Catherine's policies and procedures as listed in your team induction schedule, including the following:

- Information Governance
- Data Protection
- Risk Management
- Raising a Concern
- Complaints
- Safeguarding
- Mental Capacity
- Health and Safety at Work
- Equal Opportunities

- Infection Control
- HR Management
- Incident Management

You have a duty to undertake the relevant e-learning modules as detailed in the Compulsory Training programme.

If you manage staff and/or volunteers it is your responsibility to ensure that your team are made aware of and understand the policies and procedures relevant to their work. and are compliant with compulsory training requirements.

### **Information governance and confidentiality**

Employment by St Catherine's often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential and must not be disclosed to anybody, other than when acting in an official capacity. Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence, and in the case of computerised information could result in prosecution for an offence or action for civil damages under the General Data Protection Regulations and the Data Protection Act 2018.

### **Safeguarding and Mental Capacity Act**

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

### **Health and Safety at Work Act**

You have personal responsibility to take care of your own health and safety and that of others who may be affected by your actions at work. Ensure you observe the Health and Safety procedures and carry out your work as instructed.

### **Infection Prevention and Control**

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable 'Health Care Associated Infection'.

### **Conduct**

Employees are ambassadors for St Catherine's, each responsible for promoting, maintaining and upholding the reputation of St Catherine's at all times in line with our values.

# Person Specification

## Strategic Partnerships Manager

Education, Qualification and Training	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Educated to 'A' level standard or equivalent, with grade A-C GCSE level in English and Maths.</li> <li>• Full driving licence and access to vehicle for business use.</li> </ul>	<ul style="list-style-type: none"> <li>• You may hold a sales, marketing or fundraising qualification, and/or membership of the Chartered Institute of Fundraising.</li> <li>• You may be educated to degree level or equivalent.</li> </ul>
Knowledge, Skills, Ability and Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of line managing others and developing high performing teams.</li> <li>• Experience of working in a fundraising environment with a track record of securing five figure + financial gifts or partnerships.</li> <li>• Experience of working in a customer or donor focused environment delivering exceptional customer / donor care.</li> <li>• Ability to analyse and use data and insight to inform fundraising strategy, decisions and approaches.</li> <li>• Excellent communication skills with experience of writing compelling content and presenting complex information succinctly.</li> <li>• Excellent relationship building and influencing skills, with ability to engage and inspire internal and external stakeholders.</li> <li>• Confident presenting and networking.</li> <li>• Experience of managing budgets, income targets and activity plans, and reporting against progress.</li> <li>• Excellent organisational, planning and time management skills</li> <li>• Excellent attention to detail with high levels of accuracy.</li> <li>• Excellent IT skills, particularly MS Office.</li> </ul>	<ul style="list-style-type: none"> <li>• It would be helpful if you have experience in Corporate and/or Trust Fundraising.</li> <li>• You may have previously developed fundraising strategies to deliver sustainable income growth</li> <li>• Experience of using Raiser's Edge database.</li> <li>• Experience of working with Volunteers</li> <li>• Knowledge of St Catherine's geographical area and how this applies to local relationships</li> </ul>

<b>Attitude and Behaviours</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Positive and flexible approach to change, innovation and progress in the work environment.</li> <li>• Collaborative and approachable with excellent interpersonal and team-working skills.</li> <li>• Able to work calmly under pressure and deliver results to a high standard.</li> <li>• Proactive and motivated to deliver the best outcomes for the hospice and its supporters</li> <li>• High standard of diplomacy, integrity and reliability.</li> <li>• Self-reliant and able to take initiative</li> <li>• Ability to demonstrate and model St Catherine's values in all aspects of work.</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness and ability to work occasional unsociable hours when required.</li> </ul>