



Legacy Manager



Now is an exciting time to join Mercy Ships UK. With a growing supporter base, a talented staff team and ambitious targets to reach over the next five years, we are looking for a talented Legacy Manager to join our team.

Mercy Ships is a faith-based charity, bringing safe surgery to people in Africa who have limited access to healthcare and little or no money to pay for it. For over 40 years, Mercy Ships has visited more than 55 developing nations. We are passionate to serve those in need and to leave a lasting impact for the future by working alongside governments, supporting health systems and delivering training within the countries we visit. Our volunteer crew represent our organisation onboard our two ships through excellence and diligence. Sixteen Mercy Ships offices around the world collaborate on fundraising, recruitment and public relations.

Mercy Ships UK

The UK currently raises circa £9 million a year to support Mercy Ships' operations, benefiting from a diverse base of committed funders and partners. As well as providing financial resources for surgeries, healthcare, education and local partnerships, the UK identifies over 400 professional volunteers with medical, maritime and many other skills to crew the world's largest charitable hospital ships 'Africa Mercy' and 'Global Mercy', – bringing immediate

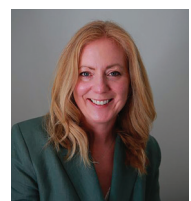
relief to thousands of individuals and leaving a sustainable legacy of hope and healing in every nation we visit.

Values

Mercy Ships was founded by Don and Deyon Stephens in 1978, committed Christians with a vision to follow the model of Jesus, who inspires action and guides us to imitate God's heart for those marginalised by poverty and disease. Mercy Ships is a diverse community made of people from all walks of life, practically demonstrating love, integrity and excellence to make a lasting impact. While not all of our staff are practising Christians, they all align with and respect the Christian values that underpin Mercy Ships' work.

Approximately 90% of the population in sub-Saharan Africa lacks access to safe and affordable surgical care. On average, there are only 1.8 beds per 1,000 people, and nearly 40% of healthcare settings lack hygiene infrastructure. The need for Mercy Ships is clear – we strive to provide safe and equitable healthcare for those who need it most.

Shelley Pigott,
Executive Director, Mercy Ships UK



Impact

Since 1978, Mercy Ships has brought hope and healing to more than **2.88 million people** through free, life-changing healthcare and training. Our volunteer professionals have performed over **122,000 surgical procedures** and provided more than **556,900 dental procedures** to those in desperate need. Alongside this, we have trained more than **55,500 local professionals** in their area of expertise, equipping them to go on and impact over **252,000 others** within their own communities.

Our commitment extends beyond the hospital ship—we have completed over **1,110 community development projects**, including the reconstruction of schools, clinics, orphanages, water wells, and agricultural programmes. These initiatives ensure sustainable transformation by strengthening local infrastructure and skills for the future.

Today, we have proudly served across more than **55 of the world's poorest nations**, with two remarkable hospital ships:

- **The Global Mercy:** the world's largest civilian hospital ship, featuring 6 state-of-the-art operating theatres, 199 patient beds, the capacity for 640 crew, and a gross tonnage of 37,856.
- **The Africa Mercy:** with 5 fully equipped operating theatres, 85 patient beds, space for 470 crew, and a gross tonnage of 16,572.

Together, these ships represent a unique and powerful force for good, bringing hope, healing, and lasting change to those who need it most.

Our work

Mariama's story

Mariama is a lively and healthy baby, but a severe facial cleft strained her joyful smile. This facial cleft affected 7-month-old Mariama's lip and nose, making it difficult for her to eat and causing her parents to worry about their child's future.

Since paediatric services capable of treating baby Mariama's condition were not available near the family, local doctors directed her father to Senegal's capital city in hopes of finding help.

It was there that he heard about a hospital ship capable of providing healing for his little girl.

Soon after, Mariama received an operation onboard the *Africa Mercy* that repaired her cleft lip. After surgery, Mariama and her family stayed at the HOPE Centre, where her mother learned how to make nutritional baby formula and learned about the importance of nutrition for her child. Now, Mariama is home with her family, happy and healthy!



Our Mission

Mercy Ships follows the 2,000 year-old model of Jesus, bringing hope and healing to the world's forgotten poor.



Our Vision

Mercy Ships uses hospital ships to transform individuals and partner with nations.



Our Values

Following the model of Jesus, we seek to:

- Love God
- Love and serve others
- Be people of integrity
- Strive for excellence in all we say and do





History of Mercy Ships

Founded in 1978 by Don and Deyon Stephens, Mercy Ships has worked in more than 55 countries, providing services valued at more than £1.3 billion.

By improving healthcare delivery in every country visited, Mercy Ships is working to eradicate the diseases of poverty. Mercy Ships follows the model of Jesus by “bringing hope and healing to the forgotten poor”, helping people of any faith or none.

Mercy Ships delivers a customised five-year partnership model with every country it is invited to support. Relationships are built with the national government and ministry of health, so that the specific needs of each country are met; we work to strengthen the country’s healthcare systems and drive policy change.

The aim is to tackle the root causes of the problems rather than just the consequences.

Mercy Ships UK (a key member of the Mercy Ships global partnership) was founded in 1996. We run the two largest charity hospital ships in the world: the *Global Mercy* and the *Africa Mercy*.

Behaviours



We put beneficiaries first

Our performance impacts lives, so we strive for the very best results.



We are open to challenge

We challenge current norms, ideate, create and develop.



We expect the best

We consistently seek the best in and for others.



Together in everything

We are a relationally-driven team.



Effective interaction

We communicate with clarity and purpose.

Role Description

Main Workbase: 12 Meadway Court, Stevenage SG1 2EF

Hours of Work: Full time or Part-time considered (minimum 30 hours per week).

Contract: Permanent

Line Manager: Director of Supporter Development

Salary: £40,000 - £45,000 per annum (DOE)

Benefits:

- 25 days annual leave + bank holidays, increasing + 1 day with each year of service, up to 30 days annual leave
- Up to 7% Employer pension contribution
- Access to a personal Learning & Development budget of £1,000 per year (pro rata), supporting professional growth and skills development
- Free parking onsite
- Travel and training loans
- L&D Individual Budget
- Christmas shutdown

Main Purpose

The Legacy Manager will lead the development and delivery of Mercy Ships UK's legacy giving strategy, driving sustainable long-term income growth. The role will play a key role in nurturing legacy supporter relationships through meaningful stewardship, engaging communications and high-quality supporter care.

Main Responsibilities

Performance & Impact

- Deliver agreed legacy income targets and pipeline growth
- Increase number of confirmed pledges year-on-year
- Improve conversion rates from enquiry to pledge
- Provide accurate income forecasting to support organisational planning
- Manage a caseload of pecuniary and residuary legacies, acting as the primary point of contact for solicitors, executors, beneficiaries, and family members.
- Ensure all legacy income is administered efficiently, sensitively, and in line with best practice and compliance requirements.
- Maintain accurate and up-to-date records on the Salesforce database, ensuring all documentation is securely stored and easily accessible.
- Identify and flag new legacy pledgers, ensuring they enter appropriate stewardship journeys.

- Continuously review and improve administration processes and supporter journeys to support future growth and scalability.
- Produce regular reports and forecasts for legacy income.

Legacy Marketing and Acquisition

- Work cross-functionally with Marketing, Supporter Development and Communications teams to ensure legacy activity is integrated across the organisation.
- Manage the legacy marketing budget, ensuring effective allocation of resources to maximise return on investment.
- Develop and deliver engaging legacy marketing campaigns and assets across both online and offline channels.
- Work collaboratively with the Acquisition Manager to reach target audiences and grow the legacy pipeline.
- Monitor, evaluate, and optimise campaign performance using data-driven insights.
- Ensure messaging is aligned with Mercy Ships' brand, values, and wider fundraising strategy.

Legacy Stewardship

- Work closely with the Supporter Retention Manager to design and deliver personalised, meaningful stewardship journeys for legacy pledgers and enquirers.
- Manage all legacy enquiries across phone, email, and post, providing timely and high-quality responses.
- Build and maintain strong, empathetic relationships with legacy supporters, their families, solicitors, and executors.
- Deliver exceptional supporter care throughout the Will administration process, ensuring a positive and respectful experience.
- Identify opportunities to deepen engagement and strengthen long-term supporter relationships.

Miscellaneous

- Other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Executive Director
- Post holder will actively follow Mercy Ships UK policies
- Maintain confidentiality in all areas of work at Mercy Ships UK and International.

As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Person Specification

Attribute	Essential	Desirable
Education/ qualification	<ul style="list-style-type: none"> • Formal qualifications are welcome but not essential. 	
Proven experience	<ul style="list-style-type: none"> • Experience working in the charity or not-for-profit sector. • Experience developing and delivering legacy marketing campaigns. • Experience managing legacy giving programmes, including administration and stewardship. • Strong understanding of legacy fundraising principles and best practice. • Experience using CRM systems (preferably Salesforce) for data management and reporting. • Knowledge of probate processes and legal aspects of legacy giving. 	
Skills and abilities	<ul style="list-style-type: none"> • Analytical mindset with experience in reporting and forecasting income. • Strong project management skills with the ability to deliver multiple workstreams to deadline. • Excellent relationship management and communication skills, with the ability to handle sensitive conversations with empathy. 	<ul style="list-style-type: none"> • Good administrative skills and knowledge of Microsoft packages. • An understanding of charities. Capacity to learn new systems, tools, and applications.
Personal Qualities	<ul style="list-style-type: none"> • Compassionate and empathetic approach when dealing with sensitive conversations (especially around legacies). • Honesty, integrity and a passion to serve others. • An eye for detail. • Creative and innovative, with a passion for driving brand awareness. • Calm and professional under pressure. • Adaptable and positive approach. 	<ul style="list-style-type: none"> • A good awareness and passion for development work within sub-Saharan Africa.



How to apply to join us in transforming lives:

Please send a CV and cover letter detailing your relevant experience and why you want to work for Mercy Ships to:

careers@mercyships.org.uk

Applications will be reviewed on a rolling basis, and the vacancy will remain open until the position is filled.

Salary : £40,000-£45,000 (D.O.E)

Don't delay applying as we screen applications on receipt and reserve the right to close early.

**Hope.
Healing.
Transforming Lives.**

Registered Charity No: 1053055. Registered Charity in Scotland No. SC039743.
Company No: 3147724 (England and Wales)

Equal opportunities

Mercy Ships UK is an equal opportunities employer. We welcome applications from all individuals and value diversity in our workforce.

DBS check

Candidates will be asked to declare any 'unspent convictions.' Further information can be found [here](#).

Eligible roles may require a Disclosure Barring Service (DBS) check.

