

HEAD OF FUNDRAISING AND BUSINESS DEVELOPMENT



OUTpatients

The UK's LGBTIQ+ Cancer Charity

Hello!

Thank you for your interest in joining OUTpatients as our Head of Fundraising & Business Development.

OUTpatients began in 2020 with a simple but powerful idea: that no LGBTIQ+ person affected by cancer should have to navigate their diagnosis and treatment without being seen, understood and supported. Born from lived experience, we've grown into the UK's LGBTIQ+ cancer charity, proudly led by and for the community we serve, working alongside NHS organisations, cancer charities, researchers and patients to make cancer care more inclusive.

We've made great progress against our strategy, but the scale of the challenge ahead means we now need to grow, and grow sustainably. You'll find the full case for that later in this pack, but in short: demand for our work keeps outstripping our capacity to deliver it, and we're determined to meet that need rather than be limited by it.

To lead that growth, we're building a Senior Leadership Team around our CEO for the first time in our history, three new roles working together to turn our ambitions into lasting change. We're looking for a Head of Fundraising & Business Development who wants to help shape that team, and this next chapter, from the ground up.

As our Head of Fundraising & Business Development, you'll be the person who turns that ambition into secured income. You'll build and lead our multi-channel income strategy from the ground up, personally cultivating the trusts, corporate partners and major donors who will fund our growth, while working closely with our incoming Chief Operating Officer and Chief Medical Officer to shape how we sustain that growth for the long term. It's a role with genuine autonomy and real license to be entrepreneurial, and one where the partnerships and income streams you build will directly shape how many more LGBTIQ+ people affected by cancer we're able to reach.

We hope this new role will inspire someone who wants to make a real difference to our organisation and our beneficiaries, enabling us to make a lasting difference in inclusive cancer care.

Thank you again for your interest. We look forward to learning more about what you can bring to this important role and to the next phase of OUTpatients' development.

Stewart O'Callaghan
Chief Executive

Andrew Berrie
Chair

About Us

Who we are

We are OUTpatients, the UK's LGBTIQ+ cancer charity. Proudly led by and for our community, we are here to shake up the system, advocate for equity, and stand up for every LGBTIQ+ person affected by cancer.

Our passion to support others is born out of personal experience; we understand what it's like to not see yourself reflected in the services you use, and feel like you are left in the margins at a time when you most need personalised support. That is why we host peer support, educate healthcare professionals, and help to shape national policy so that nobody has to go through cancer alone.

Why do LGBTIQ+ people need a cancer charity?

LGBTIQ+ people face barriers at every stage of the cancer pathway: from diagnosis, to treatment, to psychosocial support. The result is that LGBTIQ+ people still have worse experiences and outcomes following a cancer diagnosis. As a community we face three key barriers:

- **Information:** There is a lack of information about cancer designed by and for LGBTIQ+ communities. This leads to a lack of knowledge about cancer risk and screening, and makes it harder for LGBTIQ+ people with cancer to access information and support that meets their needs.
- **Interpersonal:** LGBTIQ+ people often face negative experiences in healthcare settings, leading to medical avoidance, mistrust, and lower uptake of life-saving screenings. A lack of LGBTIQ+-specific support leaves people isolated, with partners and support networks often excluded by assumptions of heterosexuality and cisgender identity.
- **Systemic:** NHS systems are not built with LGBTIQ+ people in mind. This makes it hard to record and share information about LGBTIQ+ identity, and creates barriers to access in screening pathways. Poor data collection and research makes it difficult to see where care and services could be improved for our community, and makes it difficult to identify how best to deliver personalised care.

What we do

OUTpatients exists to tackle these barriers across the cancer pathway, and provide a safe space for all LGBTIQ+ people at any stage of their cancer journey. We do this currently by:

- Providing education sessions to professionals, industry, and third sector organisations about LGBTIQ+ inclusive cancer care
- Offering peer support services to LGBTIQ+ people living with or beyond cancer, as well as to their partners and carers
- Developing bespoke campaigns and resources for our community, and influencing policy from the local to national level by engaging with professional bodies, the NHS and government.
- Co-creating information, guidelines and best practice recommendations with expert partners

Our Strategy

Our vision is for a future where LGBTIQ+ people feel included and supported on their cancer journey. From cancer screening, through treatment, and beyond all patients will experience equity in their cancer experience and outcomes.

In 2025, we published our strategy: Improving the lives of LGBTIQ+ people overlooked and underserved in cancer care; outlining the steps we'll take over the next five years to realise a cancer service that understands and actively works to improve safety, experiences and outcomes for our community.

Our strategy is built around three core touchpoints:

- Removing barriers to screening for LGBTIQ+ people
- Improving LGBTIQ+ patients' outcomes and experiences
- Improving the support available for LGBTIQ+ people



We've made great progress against our strategy, but the scale of the challenge means significant growth still lies ahead. Demand keeps outstripping capacity and the need for our support is stark: LGB+ people remain more likely to die of their cancer than heterosexual people, even in good health, while several long-standing LGBTIQ+ and health organisations around us have closed or scaled back.

We're approaching that growth in three stages:

- **Maintain and strengthen:** sharpening the services we already deliver, deepening our relationships with the clinicians, patients and organisations we work with, and making sure our current work is as effective as it can be.
- **Expansion:** reaching new places, professions and platforms with our education and resources, and diversifying how we fund our work so we're not reliant on any single source.
- **Transformation:** building the partnerships, major donor relationships and new income streams that will put OUTpatients on a sustainable footing for the long term.

To deliver this, we're building a senior leadership team alongside our CEO for the first time. We're recruiting a Chief Operations Officer, a Head of Fundraising and Business Development and a Chief Medical Officer. Together, this team will lead our sustainability, growth and resilience whilst freeing up the rest of our staff to focus on what matters most: the LGBTIQ+ people we exist to support.

The position

Head of Fundraising & Business Development

Salary	£45,000
Hours	35 hours per week
Location	London / Hybrid
Contract	3-year fixed contract
	See Terms & Benefits section for further information.

Reporting to:	Chief Executive Officer (CEO)
Direct reports:	None
Key relationships:	Chief Operating Officer (COO), Chief Medical Officer (CMO), Education & Policy Manager, Education Officer, Communications & Public Affairs Manager, Community & Volunteer Manager, Engagement Lead, Peer Support Lead.

Purpose

The Head of Fundraising & Business Development is one of three new senior leadership roles we're creating alongside our CEO, the first time OUTpatients has built a leadership team of this kind. It's a rare chance to build an income generation function from scratch, not inherit and manage one that already exists.

You'll be the driving force behind how we fund our growth: designing and delivering a multi-channel income strategy spanning trusts and grants, corporate partnerships, individual giving and commercialised education products, and personally securing the gifts and partnerships that sustain our peer support, healthcare education and advocacy work. This is a hands-on, deeply personal role. You'll write the bids, pitch the sponsors and build the relationships yourself, not oversee others doing it.

Working closely with our incoming Chief Operating Officer and Chief Medical Officer, and reporting directly to our CEO, your work will directly shape how many more LGBTIQ+ people affected by cancer we're able to reach.

Key responsibilities

High-value trust, grant and foundation fundraising (40%)

- **Build and manage a sustainable, multi-year pipeline of five and six figure gifts.**
- Personally develop and lead compelling, emotionally engaging and evidence-based proposals and presentations.
- **Build and maintain strong, long-term relationships with major funders and partners.** Attending relevant external events to build our network and strengthen OUTpatients' profile.
- Ensure impact reporting, case for support development and organisational storytelling are **emotionally resonant and aligned to supporter motivations**

Commercial development and corporate partnerships (20%)

- **Build corporate relationships** to discuss mutually beneficial opportunities for engagement, funding and support of our work, both inside and outside of the medical sector.
- **Pitch, secure and manage corporate sponsorship** of OUTpatients products including our annual conference.
- Working with our Education & Policy Manager, **package and commercialise our professional healthcare products** for NHS Trusts, ICBs and Cancer Alliances. Identifying opportunities for new product development.

Individual giving and community stewardship (20%)

- **Identify, cultivate, and manage relationships with high-net-worth individuals** and mid-tier supporters; design bespoke stewardship plans to turn one-off donors into long-term major patrons.
- Nurture relationships with our passionate supporter base and **develop sustainable individual giving programmes, regular donor clubs and legacy pipelines.**
- **Oversee community-led digital campaigns and public appeals** centred around key dates including pride, cancer awareness months and patient impact stories.

Strategic income growth and business development (20%)

- **Define and deliver an ambitious, long-term income generation** strategy aligned with OUTpatients' mission and values to drive sustainable and diversified income growth.
- Partner with the CEO and COO to **design the business development strategy**, identifying new business models, products and programmes to enable income growth.
- **Own the income generation budget**, monitoring and forecasting income performance, taking corrective action where required
- Across all income streams, **review and enhance stewardship journeys** and relationship management standards.
- **Deliver high-impact events that create new leads** and generate strong return on investment
- **Ensure compliance** with the Fundraising Regulator Code of Conduct, GDPR and data protection requirements.

What success looks like

In your first three months, you'll focus on getting a clear picture of our current fundraising position: refreshing our funding pipeline, reviewing what's underway, and identifying where the greatest opportunities and risks lie. By the end of this period, we'd expect early drafting of our business strategy to be underway, alongside quick action to protect income where it's most exposed, including submitting core funding applications for any staff currently nearing the end of their grant funding.

By month six, we'd expect our business strategy to be drafted in full, with implementation, working alongside our incoming Chief Operating Officer, genuinely underway. You should also be working to secure match funding for our part-time roles, putting existing posts on a more sustainable footing, and be actively diversifying our channels for unrestricted income rather than relying on our existing mix.

By month nine, that diversification should be bearing fruit: the first new product or fundraising pathway developed jointly with the Chief Operating Officer should be live, and you should have established at least one new fundraising activity aimed at both major and grassroots donors, alongside continued progress diversifying our sources of grant funding.

By the end of your first year, we'd expect a track record of new grants secured, an actively managed and growing fundraising pipeline, and a clear report on fundraising performance with a forecast for the year ahead, giving the Board and CEO confidence in the sustainability of the income you've built.

Person specification

Knowledge

- **Strong understanding across all areas of income-generation:** trusts and grants; corporate partnerships; individual giving; major donors; legacy fundraising.
- **Strong understanding of the Fundraising Code of Practice**, ethical fundraising practice, compliance and donor stewardship standards.
- **Knowledge of GDPR** and how it relates to the activities of relationship fundraising

Experience

- **Senior experience as a fundraiser in an established and successful charity**
- **Proven track record of delivering substantial income growth and personally securing high-value gifts**
- **Experience operating in small, agile organisations.**
- **Direct experience of financial management:** Setting budgets, tracking cashflow and financial reporting

Skills

- **Ability to identify new business opportunities** and develop supporter aligned propositions.
- Ability to translate complex health inequality data and patient narratives into **highly persuasive funding bids and proposals**
- **Highly developed project management skills** and familiarisation with project management methodologies and tools.
- **Strong analytical skills:** Confident to analyse fundraising KPIs, donor retention rates, and campaign metrics to identify trends, evaluate ROI, and pivot strategies accordingly.
- **Strong written, verbal and facilitation skills:** Possessing an ability to tailor communications for a range of internal and external audiences.
- **Confident public speaker and organisational representative:** Holding an ability to communicate with clarity, compassion and impact, ensuring messages inspire action.

Leadership style

- **Leads collectively:** Takes collective responsibility for OUTpatients' success as a member of the Senior Leadership Team.
- **Works collaboratively:** Builds trusting relationships, values different perspectives and contributes positively to a collegiate leadership culture.
- **Translates ambition:** Sets high but realistic expectations and turns strategic ambition into action and measurable impact.
- **Embraces challenge:** Is willing to question assumptions, have difficult conversations and make challenging decisions, while actively welcoming challenge from others.
- **Empowers and holds accountable:** Gives colleagues clarity, autonomy and support while maintaining appropriate accountability for delivery and outcomes

- **Leads inclusively:** Creates an environment where people feel valued, heard and able to contribute and challenge. Different perspectives and experiences are actively valued.
- **Evidence-informed and grounded in lived experience:** Uses data, research, professional expertise and lived experience to inform decisions and challenge assumptions. Can weigh different sources of evidence thoughtfully and translate insight into practical action.

Personal qualities

- **Mission-driven:** Deeply motivated by OUTpatients' purpose and committed to improving the experiences and outcomes of LGBTIQ+ people affected by cancer.
- **Integrity and authenticity:** Acts with honesty, integrity and professionalism, takes personal responsibility for their commitments and brings authenticity to their relationships with colleagues, partners and communities.
- **Emotionally intelligent:** Self-aware, empathetic and attentive to the impact they have on others, with the ability to build trust and navigate sensitive or challenging situations with care.
- **Curious and open-minded:** Brings curiosity, humility and a genuine willingness to learn, listen and change their perspective when new information or experiences challenge their assumptions.
- **Resourceful and resilient:** Positive, solutions-oriented and able to maintain momentum and perspective when faced with ambiguity, setbacks or competing demands.
- **Self-directed:** Highly self-motivated and comfortable taking initiative, working with autonomy and exercising sound judgement while knowing when to seek input or support.

Terms and benefits

Contract and salary

This role is offered on a full-time, 3-year fixed term contract. Continuation subject to funding.
Salary is offered at £45,000.

Pension

OUTpatients contributes 3%.

Annual leave

We offer all of our full-time staff 25 days annual leave plus bank holidays.

Location and working arrangements

OUTpatients works on a hybrid basis in line with our flexible working principles.

This role requires an initial commitment of two to three days per week in the office in Dalston, East London to facilitate onboarding, build relationships across the team and connect with key stakeholders.

Thereafter we invite our staff to work flexibly between their home and our office as part of an agreed schedule with the CEO. We encourage staff to work from the office at least twice a week.

Full-time employees work a 35-hour week and core hours of 10:00 – 16:00.

Part-time employees are requested to work in full or half-day blocks during core hours.

Benefits

We offer additional time off between Christmas Day and New Year's Day.

Our jobs include an annual salary increase (subject to performance)

We provide training options to support you in your role.

We organise at least two staff socials and outings each year.

Equity, diversity & inclusion

Working at OUTpatients

OUTpatients aspires to be representative of the communities we serve at all levels across the organisation.

We each commit to being advocates and stewards of our values at all times. We champion a culture of diversity and inclusion, and work to ensure every employee feels they belong.

We understand that we each need to take responsibility for contributing to positive outcomes, to build a healthy culture; enabling OUTpatients to be a great place to work, and ultimately, better serve our beneficiaries.

Our recruitment process

OUTpatients is committed to running an inclusive, equitable and accessible recruitment process that genuinely reflects the diversity of the communities we work with and support.

Our work brings together people from different identities, cultural backgrounds, faith traditions, and socioeconomic experiences, and we believe leadership is best when it mirrors this breadth.

We welcome applications from people with lived experience of living with cancer, belonging to the LGBTIQ+ community and from groups historically underrepresented in leadership roles. We recognise the value that comes from people whose perspectives are shaped by real-life experience of the issues at the heart of our mission.

Equity is central to our work, and this extends to recruitment. We work to remove barriers, ensuring fair access to opportunities through transparent processes, reasonable adjustments, and supportive engagement at every stage. We want all candidates to feel able to participate fully, whatever their background or access needs.