



Job Description

Job title:	Partnership Officer
Reporting to:	Partnership Manager
Location:	Central London (Holborn Office) / Hybrid Working
Contract type:	Permanent & Fulltime (35 hours)
Salary:	£30,500 - £32,500pa, depending on experience

About IHP

Most of us can readily access the medicines we need. But around the world, many easily treatable diseases can mean chronic pain, poor quality of life or even a death sentence. International Health Partners (IHP) helps people in hard-to-reach, vulnerable and disaster-hit communities get better access to medicine. We coordinate the safe and responsible donation of medicines and healthcare supplies to where the needs are greatest, saving lives and preventing avoidable suffering.

In the last three years, IHP has supported over 16 million patients and vulnerable communities around the world – places such as Sudan, Ukraine and Gaza. We've sent medicine worth well over £56 million, changing lives and impacting futures. We run multiple partnerships to support this work – with pharmaceutical companies who donate medicines, our logistics partners who help us warehouse and ship the medicines overseas and finally our valued NGO partners and individual medics delivering healthcare to those who need it. Together these partnerships enable medicines to reach those in need.

Our Christian faith underpins all that we do. It motivates us to care for those in need, and give our best in all circumstances, as an expression of God's love. We believe that everyone, regardless of their age, gender, disability, religion or ethnicity, should be able to access the medicines they need.

Context for the Role

Partnerships are central to IHP's role as the bridge between the healthcare industry and organisations delivering healthcare to communities around the world. Our Partnerships Team brings together the management of our corporate and NGO relationships, enabling donated healthcare products to flow effectively to where they are needed most.

The team works collaboratively across IHP and with our external partners to develop and manage strong, strategic partnerships that support the effective movement of healthcare products and generate the income needed to sustain our work. Team members work together across the

partnership lifecycle, from supporting identification and development opportunities through to partner engagement, due diligence, product allocation, programme delivery, reporting and ongoing relationship management.

Our integrated approach ensures both product and income continue to flow effectively across the IHP bridge, which we achieve by:

- Improving efficiency through coordinated planning, prioritisation and partnership management
- Provide clarity and consistency for partners engaging with IHP
- Maximise impact by connecting available healthcare products and funding with identified programme and patient needs.
- Strengthen sustainability by building long-term, mutually valuable partnerships.
- Support the effective flow of healthcare products by working across corporate partners, NGO partners and internal teams to identify opportunities, address barriers and enable successful programme delivery.

Role Overview

The Partnership Officer plays an important role in building and maintaining successful relationships with IHP's corporate and NGO partners. Working across the partnership lifecycle, they will help develop strong partner relationships with corporate and NGO partners. This includes being responsible for enabling the whole IHP product donation process from offer through to delivery, working alongside the logistics team. The role also includes supporting the Income Generation team on funding proposals and reports relating to income opportunities from corporates and NGO partners.

Key Responsibilities

1. Partnership Support

- Build and maintain positive working relationships with corporate and NGO partners, supporting effective day-to-day engagement and identifying opportunities to strengthen partnerships
- Key account management responsibilities will be delegated per partnership across the team as appropriate
- Prepare meeting briefings, updates, and follow-ups.

2. Partnership Coordination

- Track deliverables, deadlines, and reporting across the partnership lifecycle
- Maintain and ensure accurate records on IHP CRM and internal systems, training others as appropriate.

3. Income Generation Support

- Work alongside the Income Generation team to research and identify potential funding opportunities
- Gather and coordinate information from across IHP to support accurate donor reporting.

4. Product donations Coordination

- Manage offers through their lifecycle, including reviewing donations for suitability, data accuracy and approvals

- Support internal processes that match product offers, stock management and partner needs, using our bespoke product donation software, Boaz
- Support marketing of Essential Health Packs (EHPs) to distributing partners
- Monitor and follow up on product-related challenges and milestones

5. Internal Collaboration

- Contribute to team planning, meetings, and shared learning
- Share relevant insights to support strategic decisions

6. Compliance & Best Practice

- Adherence to due diligence and Good Distribution Practice (GDP)
- Ensure data quality and process compliance

7. Other Duties

- Carry out other administrative or coordination tasks as needed

Person Specification

We're looking for a highly organised and relationship-focused individual who enjoys working with a range of people and turning opportunities into action/results:

- Relationship building and account management
- Income generation / fundraising

Knowledge & Experience

- Experience in a coordination or support role in relationship management, partnerships, fundraising or operations
- Exposure to researching potential and developing strong partnerships, preferably across Corporate Partners and/or NGO Partners
- Administration and data oversight
- Confident using databases/CRM tools and Microsoft Office
- Understanding of the healthcare, humanitarian or non-profit sector

Desirable:

- Experience with income generation (e.g. proposal writing, donor reporting)
- Familiarity with healthcare, pharmaceutical, or supply chain sectors
- Experience supporting cross-functional or multi-stakeholder teams

Skills & Abilities

Essential

- A personal commitment to IHP's Christian ethos
- Highly organised with strong attention to detail
- Clear written and verbal communication
- Able to manage multiple priorities in a fast-paced environment
- Builds positive relationships with internal teams and external partners
- Proactive, problem-solving mindset
- IT literate in all major Microsoft Office applications
- Willingness to learn and adapt to new systems and processes

Our Christian Ethos

All our staff regularly spend time together praying for IHP's work. Our occupational requirement necessitates that the successful candidate will have a personal commitment to the Christian faith and actively support IHP's Faith Statement.

Our Policies and Procedures

You will need to understand and comply with our policies, including Safeguarding and Data Protection. You will be provided with appropriate training and resources to fulfil the tasks and responsibilities effectively. IHP is an Equal Opportunities Employer.

Terms and Conditions

Place of work: The IHP office is in London (Holborn)

Working Hours: Full-time (35 hours per week)

Salary: £30,500-£32,500pa dependent on experience, plus a company pension scheme and other employee benefits

Contract: Permanent

Holiday entitlement: Begins at 25 days per annum, in addition to public holidays, pro-rata to hours

To apply, please submit your CV and a covering letter of no more than two A4 sides setting out how you meet the person specification, including the faith requirement. Applications without a covering letter will not be considered. If you require any support with your application please call the IHP Office and select Option 2.

Applications will be reviewed as received and interviews will be held when required so please submit your application **at the earliest opportunity.**