



Recruitment Pack

Senior Partnerships and Engagement Manager

April 2024

Introduction from Emma Mortoo, Head of Fundraising

Thank you for your interest in the post of Senior Partnerships and Engagement Manager (Corporates). Pact exists to support children and families affected by imprisonment. We make a difference every day, supporting people in contact with criminal justice to repair & strengthen family bonds.

People in prison who maintain family relationships are 40% less likely to commit further crime – family support has the single biggest impact on reducing re-offending. Families also face their own “hidden sentence”; isolation and stigma are common and the trauma of supporting a loved one through a custodial sentence is significant. In a recent survey 70% of families told us they had lost relationships with friends and family as a result of their loved ones custody.

“They just turned their backs ...it was shocking at that point when you ask for help – you’re vulnerable, you’re devastated, you’re crushed, all your life is upside down and you get nothing.”

One of our key services is supporting families when they come into prison to visit their loved ones. Pact run Family Services in over 60 prisons, helping to ensure that families feel welcomed and that children feel safe. We want everyone visiting someone in prison to feel valued and respected. Supporting someone through custody is costly. For many families poverty is the backdrop to the additional complexity of family imprisonment and it impacts their ability to stay in touch.

“My partner is 300 miles away from us...its a 600 mile trip with two young children. It’s exhausting and expensive for a hotel. I can’t afford to do it more often so we lose visits and bonds are weakened because of this.”

Stark inequalities are reflected in the UK prison population, around half of the people living in prison have mental health problems, over 60% have the literacy levels of an 11yr old (or lower), and a quarter of people in prison were brought up in care as children.

The fundraising team at Pact plays a vital role, we work to secure vital unrestricted income to develop our capacity, and we secure restricted income that is invested in crucial projects and service innovation and system change. The Senior Partnerships & Engagement Manager (Corporates) role is a new post within the fundraising team. Following a trailblazing 18 months we’re now looking for someone with strong experience of new business to grow corporate partnerships. It’s an exciting time to join the team; we’ve developed our approach and are working with a handful of newly established partnerships. We’ve successfully piloted prison-based volunteering with corporate employees. Both the families we support and our colleagues working in prisons are benefitting from this new intervention.

We are ready to take the next step, and looking for someone who can create new and sustainable corporate partnerships. You’ll be keen put your influencing skills to maximum use, you’ll enjoy a high degree of autonomy, be comfortable with building relationships, managing competing priorities and you’ll count tenacity and organisational skills as two of your key strengths. A passion for social justice and natural flair to inspire people around you will be an integral part of how you work. Working with prisons is challenging; it’s also hugely rewarding. If you’re skilled at new business and have a strong connection to our cause we’d love to hear from you.

How to Apply : The deadline for this position is rolling. We are reviewing applications as we receive them. In the first instance please send your CV to Charlotte Wilmot, Director Eardley Wilmot. Email: charlotte@eardleywilmot.co.uk who is supporting us on this appointment

About Pact

Pact is a successful and growing national charity which builds bridges of hope and opportunity for people caught up in the Criminal Justice System. We are one of the leading charities in the criminal justice system and provide life-changing, and life-saving, care for men, women and young people in custody, those with criminal convictions in the community and their children, family members and carers.

Our vision is of a society in which justice is understood as a process of restoration and healing, in which prisons are used sparingly as places of learning and rehabilitation, and in which the innate dignity and worth of every human being is valued.

We use person-centred, trauma-informed, restorative approaches in ways that respect people's lived experience.

We work for the common good of society, taking a public health-based approach – working to reduce health inequalities, improve continuity of care and, ultimately, to improve the health and well-being of the people we work with.

Whilst our work is rooted in the criminal justice system, the lives of the people we work with are affected by their access to and interaction with other social systems. For that reason, we work at the intersection between criminal justice (both in custody and in the community), child and family welfare, mental health, and health and social care. A key focus is children and families affected by imprisonment – supporting them to cope with the custody of a loved one. Their agency has the single biggest impact on reoffending; people in prison who maintain family bonds are 40% less likely to commit further crime.

Our c500 volunteers and c400 staff can be found in courts, prisons, probation services, and in communities across England and Wales. We currently work in 67 prisons providing visits and family/relationship support services, children's services and services to support social inclusion, employment health, and wellbeing. We provide a range of national services including operating the Prisoners' Families Helpline and website, on HMPPS's behalf, which includes a 'Safer Custody Portal' www.prisonersfamilies.org as well as a charitably funded Family Befriending and Peer Support services, welfare grants scheme, and a wealth of online information and guidance for families, schools, social workers and other professionals working with prisoners' children.

We are a diverse, inclusive, modern, and collaborative charity. We build effective partnerships and sustainable solutions based on our well-established understanding of the systems in which we work, and on our historic values and ethos developed during more than 125 years of successful service delivery.

Founded within the Catholic Community in 1898 as the 'Catholic Prisoners Aid Society', we later changed our name to the 'Bourne Trust' and adopted our current name Pact (Prison Advice and Care Trust) in 2000.



Aims of the role

Engaging new corporate partners

As the Corporate Partnerships specialist within our Fundraising Team you will be responsible for identifying, prospecting and developing our pipeline of new business. Developing successful partnerships based on a shared ethos and values; you will support Pact to grow our corporate partnerships and develop this income stream. Cultivation opportunities can include prison visits and access to our inspiring front-line staff who work in prisons. To support account management corporate employees volunteer on family days in prison, working with Pact staff to plan and deliver these very special days.

Account management of existing and new corporate partnerships

Pact has already developed a range of successful and committed corporate partnerships with Sony Music, LSEG, BlackRock, CCLA and Mind Gym. You will continue to work with and strengthen relationships at all levels amongst our existing corporate partners, providing high quality account management/stewardship and looking at opportunities to strengthen the impact of our partnership.

Corporate engagement in Pact Fundraising events

Operation Elf – provides parents in prison with a gift so they can give this to their children during the Christmas visits. Our partners have been motivated by this and helped us support thousands of parents who would otherwise not have the means to give their children a gift.

London Marathon – we have a small number of places that we offer to our corporate partners.

The Prison-Gym Fitness Challenge – where teams of corporates go up against teams of men who live in prison in running or rowing contests. This is an early initiative piloted at a London prison. Taking place in the prison gym it's a unique fundraising opportunity for corporate employees.

The next steps

Pact is relatively new to corporate partnerships and we have a well-developed pipeline that we are talking to. Our service colleagues, (in prisons) and families, are benefitting from corporate employee engagement. Pact works in 67 prisons across the UK and are in all London prisons, including young offenders' prisons. We are confident that our offer has strong synergy with both businesses' concerns to address the needs of young people and workforces' desire for safer communities.

Job description

Job Details

Post: Senior Partnerships & Engagement Manager (Corporates)

Reports to: Head of Fundraising

Location: Hybrid, and within easy reach of London for meetings with partners. Option to work in our central office (Peckham) whilst we have this facility (until June 2025). Homebased with appropriate visits to Pact locations (predominately but not exclusively London) in line with partnership aims.

Hours of work: 37.5 hours per week, Monday to Friday although we would be open to discussions regarding reduced hours to a minimum of 30 hours per week

Salary: £46,225 per annum fte

Length of contract: Permanent

Purpose - The Partnership and Engagement Manager is a key role in the team and will lead on the strategic development of our corporate partnership function.

The key purpose of this role is to lead and develop Pact's strategy to engage, retain and grow corporate partnerships increasing restricted, semi-restricted and unrestricted income. Specifically, working to:

- Develop and manage our pipeline of new business to grow our corporate income stream
- Lead on new business and cultivation of new partnerships
- Strengthen relationships at all levels amongst our existing corporate partners by providing high quality account management/stewardship

Key responsibilities

Corporate Partnerships – New Business

Develop our pipeline of new business, working through the funding cycle.

- Manage and lead a strong pipeline; identifying, researching, prospecting and cultivating potential corporate support
- Research and horizon scan to ensure our pipeline is diverse and sustainable
- Develop tailored and compelling partnership proposals and pitches
- Maximise the potential of our existing partners to develop new relationships
- Deliver cultivation strategies for corporates and monitor effectiveness including prison-based events

Corporate Partnerships – Account Management

Strengthen our relationships and commitment with existing and new partners

- Provide high standard of account management that supports continued commitment and growth c10-14 current partners
- Organise and run corporate engagement activities (prison based) and work with service colleagues to develop activities that meet the needs of people affected by imprisonment
- Produce inspiring and compelling written reports & updates as part of partnership plans

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Corporate Partnerships – Account Management (continued)

- Work with our Communications Team to develop approved communications plans that promote the benefits of corporate partnerships, including through social media channels
- Plan and run engagement activities for corporate employees working with Pact service colleagues to ensure activities are meaningful and well organised
- Plan and run cultivation events including prison visits and remote events that showcase our work
- Work with colleagues on Operation Elf – our Christmas campaign where parents in prison are supported to give their children a present - as a key corporate engagement activity
- Run our small programme of challenge events (London Marathon and prison-gym fitness challenges)

Strategic Development

- Contribute to the management and leadership of the fundraising team and wider Pact management team as a creative and proactive colleague
- Work closely with our colleagues in finance to monitor restricted income and with the Head of Fundraising to manage performance against budget and targets
- Represent the charity externally, as required, working closely with a wide range of colleagues

Other

- To attend relevant internal and external meetings, via Teams, and in person, as required
- To take responsibility for self-development and learning on a continuous basis

The Prison Advice & Care Trust is a developing organisation and consequently this job description will be reviewed and duties may change over time.

Teamwork

Whilst the above list of key responsibilities relates to this specific role, Pact's impact and effectiveness relies on a huge team effort. Teamwork lies at the heart of everything we do and so whilst you will be working closely with the service colleagues, finance, communications and business development colleagues.

Whatever the role and wherever it is located, all our staff need to be able to work effectively in teams:

- Be flexible in your approach recognising the need to offer support within your own team and across Pact
- Listening actively, trusting others, taking responsibility for mistakes, and sharing the credit when things go well

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- Being open to other people's ideas and points of view, willing to act on feedback and confident to give feedback to others, as well as challenging where appropriate for the good of the team
- Being aware of what others are working on and offering help and support where possible
- Actively sharing knowledge, experience, time and talents
- Being clear on actions that are agreed, committed to taking those actions forward as agreed, and prepared to hold others to account for their actions.

Key Organisational Requirements

Pact operates within statutory environments, inside prisons and other secure establishments. The people we work with include children, young people and families who have complex needs and suffer long-term, multiple forms of health inequality. We also work with adults at risk. Against this backdrop, we require all our staff to operate at all times with due regard to security and the protection and safeguarding of children, adults at risk and the wider public.

Whilst it is important that our staff provide supportive, caring, and non-judgemental services in accordance with our charitable ethos, they must do so within a clear framework of professional boundaries which must be maintained at all times. All our staff are required to:

- Conform with policies and procedures, which are detailed on Pact's intranet, and which are explained during induction
- Ensure that they remain familiar with all relevant policies, procedures and practice guidelines
- Maintain awareness of any changes that may occur to these from time to time
- Comply with all rules and regulations as required by the Ministry of Justice, NHS England, and His Majesty's Prison and Probation Service (HMPPS), as well as complying with local rules that may be in force at individual public or private sector prisons and/or enforced by other relevant commissioning bodies.

As a Pact Manager, you have particular responsibilities in relation to (but not limited to) the following internal policies and procedures with the support from the relevant departmental leads:

Service user engagement and involvement: Involving, engaging and supporting participation by our service users in line with Pact's service user involvement policy, identifying, creating, developing and pursuing opportunities for involvement through a process of ongoing consultation in order to inform the development of services, solutions, strategies and systems.

Equal opportunities and diversity: Living, breathing, modelling and promoting equity, diversity and inclusion in accordance with Pact's values; ensuring that our services are available and accessible to all those who need them, particularly to client groups who experience health inequalities and face difficulties accessing services; ensuring that no one is discriminated against because of a protected characteristic or other form of disadvantage; and developing and delivering services that are culturally responsive and sensitive to the needs of diverse service user groups.

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Prison security procedures: Ensuring that prison security policies, protocols and procedures are adhered to and upheld at all times when visiting Pact services being delivered in prison.

Health and safety: Promoting and managing the health, safety and welfare of all personnel, workers and volunteers within your team; implementing Pact's health and safety policy effectively; ensuring there are up-to-date risk assessments reflecting Faith in Action activities being delivered; ensuring that all line reports receive appropriate training and are competent in all relevant aspects of health and safety; ensuring that accidents and incidents are accurately reported in a timely manner and that regular safety inspections are carried out and improvements implemented.

Safeguarding: Promoting and implementing Pact's safeguarding policy, ensuring any direct reports are trained and competent to identify safeguarding concerns and that any concerns are reported in line with the policy.

Data protection and data security: Promoting and implementing Pact's data protection and data security policies to ensure that any personal data (such as parish reps) is held securely; ensuring that where data breaches do occur, correct reporting procedures are implemented and improvements are made to avoid future breaches; ensuring that rules relating to patient confidentiality are rigorously upheld and enforced; and ensuring that information protocols with partner organisations, and health providers in particular, are carefully and appropriately managed.

Conduct: Ensuring that any direct reports conduct themselves in a lawful, professional, courteous and respectful manner in accordance with the charity's values, ethos and code of conduct, and addressing incidents of misconduct in line with Pact's HR policies and procedures.

Person Specification

The knowledge, skills and abilities required for this post are set out below. You will be required to set out how you meet some of these requirements in your application, and others will be assessed during the remaining selection process (interview and other assessment methods) and/or during the probation period.

A strong commitment to our cause is fundamental.

Knowledge and Education

- Strong knowledge of the corporate partnership environment in the UK and the different options available to secure income from businesses

Experience

- Track record of securing new high value partnerships
- Experience of managing and developing partnerships with flair and creativity
- Demonstrable experience of building strong relationships with external and internal stakeholders
- Experience of working flexibly, driving change and influencing others
- Experience of working with a CRM system (we use Salesforce)

Skills & Abilities

- Ability and commitment to developing a strong understanding of the impact of imprisonment on those affected
- Strong communication and interpersonal skills with the ability to clearly convey concepts and inspire others through written & verbal channels
- A self-starter, with a strong can-do attitude and adaptable.
- Comfortable with ambiguity able to work effectively with a wide range of stakeholders
- Excellent writing and proof-reading skills and the ability to build a compelling case for support
- Strong IT skills, numeracy and admin skills and familiarity with standard MS Office suite and internet
- Ability to make sound judgements and prioritise your own workload

Other Requirements

- A 6-month probationary period
- Verification of identity
- A proven right to work in the UK
- Satisfactory references from previous employers covering a 5-year period
- Declaration of any unspent criminal convictions (and where appropriate a satisfactory risk assessment)
- A basic DBS check.

Person Specification

Overview to Terms and Conditions

Senior Partnerships and Engagement Manager (Corporates) Reports to: Head of Fundraising

Location: Hybrid, and within easy reach of London for meetings with funders. Option to work in our central office (Peckham) whilst we have this facility (June 25)

Hours of work: usual working week 37.5 hours per week, Monday to Friday. Some evening and weekend work will be required.

Salary: £46,225 per annum

Length of contract: Permanent

Annual Leave: 30 days annual leave plus 8 days bank holidays per year (full time equivalent)

Benefits:

Pension scheme with Scottish Widows with employer pension contributions

24/7 Employee Assistance Programme (Care First)

Free eye tests

Cycle to work scheme

Season ticket loans

Access to Pact Academy, our online training & development hub.

Friendly, values-driven culture.

Flexible working arrangements

Equipment: You will be supplied with a Pact laptop, monitor, mouse, keyboard, printer and mobile phone.

Our Commitment to equality, diversity and inclusion

We believe that a diverse workforce leads to an organisation that is more open, creative and gets better results. We want our team to represent the diversity of the people and communities we serve. We also want our team to be one where different experiences, expertise and perspectives are valued, and where everyone is encouraged to grow and develop. We want to reach a diverse pool of candidates. We are happy to consider any reasonable adjustments that potential employees may need in order to be successful. We recognise the importance of a good work/life balance. We do everything we can to accommodate flexible working, including working from home, working part-time, job shares and other arrangements. Please just let us know in your application or at any stage throughout the process if these are options you'd like to explore. Pact is an equal opportunity employer and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, race, age, disability, religion, belief, sexual orientation or marital status. We value diversity and welcome applications from people of all backgrounds.