

Job description

because
you matter

St Nicholas
Hospice Care

A Registered Charity No. 287773

St Nicholas Hospice Care provides advice, care and support to people in West Suffolk and Thetford in the final chapters of their life, who are living with long-term and life-threatening illnesses. Our services are not just for patients, but for their family and friends too. They include everything from specialist medical care to bereavement support and practical help.

Job role	Head of Philanthropy & Partnerships
Reports to	Director of Income Generation
Responsible for	Corporate Fundraising, Trusts & Foundations, Philanthropy
Location	Main hospice site: Hardwick Lane, Bury St Edmunds (with options for remote working)

Purpose of the role

To work closely with the Director of Income Generation to set the vision and strategy for philanthropy and partnerhips fundraising.

To increase the volume and value of our corporate, trusts & foundations, and high value relationships, engaging new supporters and driving sustainable income growth.

To build and lead a high-performing team of fundraisers, to deliver against operational plans and targets.

Key responsibilities

Strategy:

- Work closely with the Director of Income Generation to build and deliver a fundraising improvement programme.
- Maintain up to date knowledge of fundraising trends and challenges, proactively seeking opportunities to continuously improve and innovate.
- Take a lead role in the development of our case for support, working with the team to build out effective propositions for each audience.
- Maximise the use of our CRM database within the team and use data analysis and insights to inform the development of new and existing relationships.
- Lead the development of major donor prospect research to inform decision-making, creating a targeted prospect list and income pipeline.

- Work with the Corporate Fundraising Manager to develop our approach to corporate partnerships, with the aim of increasing the number, value and duration of their support. Develop a robust prospect list and income pipeline.
- Work with the Trusts & Foundations Lead to develop our approach to funding applications, aligning with organisational priorities. Ensure the development of good communication and information sharing with clinical teams to effectively support bids and reporting.
- Take a role in the development of effective supporter journeys, working closely with the Supporter Care Manager and wider fundraising and marketing colleagues.

Operational delivery:

- Translate fundraising strategy into the creation and delivery of operational plans.
- Be responsible for setting and managing fundraising budgets, targets and KPIs. Report on progress, trends and take action, as required. Analyse results and evaluate activity to inform future plans, supporting team managers to do the same.
- Work collaboratively with the Head of Public Fundraising, Head of Retail and Head of Marketing & Communications to ensure that all income generation activity is integrated and opportunities for cross-team working are maximised.
- Develop processes that enhance the team's capacity, efficiency, and ensure effective fundraising.
- Manage external partners and agencies involved in fundraising delivery, ensuring due diligence, high quality and cost effectiveness.
- Personally lead on significant donor relationships or identify and support other key staff to do so, as appropriate. Ensure all donor relationships are effectively managed, to maximise their potential.
- Ensure the highest possible standards of supporter care, in order to make the most of every interaction.
- Ensure legal and regulatory compliance across all areas of the philanthropy and partnerships portfolio, including with the Fundraising Code of Practice and data protection. Model best practise and coach team members, as required.

Leadership

- Drive a positive, ambitious and solution-focused culture within the team, coaching and motivating where needed. Ensure that team members have the skills and attitude needed to succeed and deliver against income targets.
- Be an effective and supportive line manager to all direct reports, currently comprising a Corporate Fundraising Manager, Trusts & Foundations Lead, and Philanthropy Officer.
- Build positive working relationships with all internal and external stakeholders.
- Be part of the wider Hospice senior leadership team, including participating in Hospice-wide projects and taking a proactive role in senior-level planning and decision making.
- Provide management information for Directors and the Board of Trustees, as requested, attending meetings when required.
- Act as an ambassador for St Nicholas Hospice Care, demonstrating professionalism and living our values. Represent the Hospice at local, regional and national meetings and events, as required.

- Engage with the wider hospice and charity sector, learning from peers and sharing best practise.
- The role will require some flexibility with regards to attending occasional meetings and events outside of normal working hours, including at weekends.

Person Specification	Essential	Desirable
Skills and attributes	<p>Excellent leadership skills, able to lead by example and motivate others.</p> <p>Displays integrity, honesty and respect for others. Builds positive relationships with key stakeholders.</p> <p>An effective communicator, with good interpersonal skills and the ability to influence. Able to manage conflict and achieve solutions.</p> <p>Good numeracy and analytical skills. Comfortable working with data and uses insight to inform decision making.</p> <p>Well-organised and able to manage a complex workload.</p> <p>Able to play a senior role within the Hospice and work with the wider management team to support organisational strategy.</p>	<p>Has a professional fundraising qualification.</p> <p>Maintains an up to date knowledge of the sector, spotting trends and responding to opportunities.</p>
Knowledge and experience	<p>Has extensive senior level experience in the charity sector.</p> <p>Has developed partnership fundraising strategy, with a bigger picture focus and ensured plans are integrated across teams.</p> <p>Has led multiple fundraising streams and achieved sustainable income growth.</p> <p>Has implemented complex operational plans, including creating and monitoring KPIs.</p>	<p>Has worked in a Hospice or healthcare environment.</p> <p>Has developed, tested and launched new fundraising products.</p> <p>Has a track record of maximising income from corporate fundraising partnerships.</p> <p>Has knowledge of trust fundraising principles and techniques.</p> <p>Has managed large, cross-team projects, engaging with stakeholders and driving progress.</p>

	<p>Has set and managed large budgets, reporting on progress and taking decision action to resolve issues.</p> <p>Has personally managed significant major donor relationships, securing large gifts and long-term support.</p> <p>Has line management experience, with a track record of coaching and developing team members.</p> <p>Has sound knowledge of fundraising compliance and best practise.</p>	
<p>Other requirements</p>	<p>Empathy with the work and values of St Nicholas Hospice Care.</p> <p>Sensitive to the issues and concerns facing those living with dying, death and grief.</p> <p>Flexibility with regards to attending occasional meetings and events outside of normal working hours, including weekends.</p>	