



*Being there for you
and your family*

JOB DESCRIPTION

JOB TITLE: Strategic Partnerships Co-ordinator (Corporate)

BASE: LOROS Hospice

RESPONSIBLE TO: Supporter Engagement Officer

HOURS OF WORK: 22.5 hours per week

JOB SUMMARY:

As Supporter Engagement Coordinator, you will play a crucial role in generating funds via the support of individuals and organisations across Leicester, Leicestershire and Rutland.

SPECIFIC DUTIES & RESPONSIBILITIES:

Be the first point of contact for new and existing organisations and businesses who choose to support LOROS through our fundraising initiatives including but not limited to; Give As You Earn, Charity of the Year, Event Sponsorship, Products and Merchandise, Appeals, Gifts-in-Kind, corporate volunteering and the LOROS Business Club.

Alongside the rest of the Supporter Engagement Team, you will also help to grow our supporter base through the development and implementation of community campaigns and initiatives.

Recruitment and Stewardship of Supporters

Provide excellent supporter care to enquiries from the members of the public; via phone, email, mail and in person; encouraging their support. This will include confidently showcasing LOROS' services through Hospice tours and external talks & presentations.

Develop new and maintain existing, mutually beneficial relationships with business across Leicester, Leicestershire and Rutland.

Be a source of expert advice and guidance to supporters, including fundraising tips, best practice recommendations and charity law.

Represent the charity confidentially and appropriately in a range of formal and informal settings. This will require working evenings and weekends where needed.

Work with companies who wish to support LOROS through volunteering, both income-generating and directly benefitting the organisation, patients, volunteers and staff.

Planning, Reporting and Communication

Support the development of project plans and budgets for each activity to include detailed project delivery schedules, risk assessments, promotional plans and post activity analysis.

Monitor and evaluate events to ensure our limited resources are used to the best effect and that income is maximised.

Maintain high standards of data capture by ensuring data entered on CRM systems are accurate and timely, in accordance with the team's requirements so that the database is correct and up to date and supporter communications are sent on time and adhering to GDPR legislation.

Collaboration and Wider Organisation

Be jointly responsible for the achievement of set fundraising targets for the Supporter Engagement Team, the wider Fundraising department and the Income Generation directorate.

To proactively support the wider team with managing cover, including the office and Fundraising Inboxes; in order to help provide the highest levels of service to our supporters in the face of organisational challenges and fluctuating workloads.

Work with the Marketing & Comms team to use local media, the charity website and social media to promote and acknowledge specific fundraising achievements.

Play an active role in the Volunteer Operational Group, working collaboratively across the organisation and growing our volunteer support.

Build relationships with LOROS' Lottery and Enterprise divisions, supporting their initiatives and attending frequent meetings to ensure effective collaboration.

Work with LOROS' clinical services, hospice staff and volunteers to increase awareness of and support for LOROS' fundraising and legacy activities.

Promote and sustain an EDI-led approach to fundraising; in order to work compassionately and collaboratively with all areas of the community within Leicester, Leicestershire and Rutland.

Work closely with the appropriate team members to effectively utilise LOROS ambassadors at fundraising events (fundraising days, event stalls, cheque presentations, fundraising collections etc) across Leicester, Leicestershire and Rutland; and attend personally if this is not possible. This will involve evening and weekend working where necessary.

Other Duties & Responsibilities

Manage workload efficiently and effectively utilising LOROS' flexible working policy in order to keep TOIL to a minimum and ensure a good work/life balance.

Maintain a focus on building long-term relationships over short-term income, in line with the overall Income Generation and Fundraising strategies.

Planning, Reporting and Communication

Support in the development of project plans and budgets for each activity to include detailed project delivery schedules, risk assessments, promotional plans and post activity analysis.

Monitor and evaluate fundraising activity in a timely manner, to ensure our limited resources are used to the best effect and that income is maximised.

Maintain high standards of data capture by ensuring data entered on CRM systems are accurate and timely, in accordance with the team's requirements so that the database is correct and up to date and supporter communications are sent on time and adhering to GDPR legislation.

Provide the appropriate amount of time to fully support our Fundraisers; tasks may include aspects of event planning, event marketing and attending corporate events, which will include some evening and weekend work.

Collaboration and Wide Organisation

Be jointly responsible for the achievement of set fundraising targets for the Supporter Engagement Team the wider Fundraising department and the Income Generation directorate.

To proactively support the wider with managing cover, including the office and Fundraising Inboxes; in order to help provide the highest levels of service to our supporters in the face of organisational challenges and fluctuating workloads.

Work with Marketing & Comms team to use local media, the charity website and social media to promote community events and acknowledge specific fundraising achievements.

Build relationships with LOROS' Lottery and Enterprises divisions, supporting their initiatives and attending frequent meetings to ensure effective collaboration.

Work with the Facilities team to identify project areas which can be developed with the support of Corporate volunteers and donations, in order to improve patient and visitor experience.

Work with LOROS's clinical services, hospice staff and volunteers to increase awareness of and support for LOROS's fundraising and legacy activities.

Other Duties and Responsibilities

Manage workload efficiently and effectively utilising LOROS' flexible working policy in order to keep TOIL to a minimum and ensure a good work/life balance

Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to LOROS's policies on safeguarding.

Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute.

Participate in general office/team management as required; including arranging meetings and take minutes, checking and actioning the Fundraising email inbox, answering telephone calls, handling general fundraising enquiries and correspondence for the department, and attending the main hospice reception or onto the ward and deal with donations.

Provide event support and help at LOROS events. This will require working outside of contracted hours.

To maintain a focus on continual improvement both individually and across the team; by identifying, undertaking and feeding back learning opportunities as they arise.

GENERAL

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

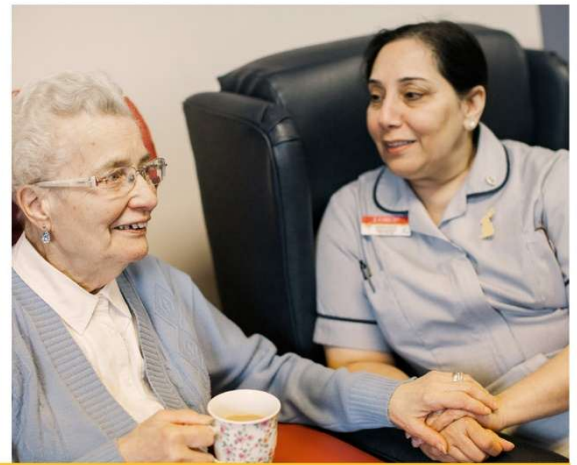
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Postholder

Signed..... Date

Line Manager



Our vision and mission

Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



>2,500

No. of individuals receiving patient care from LOROS per year



Of whom
665

admitted to Inpatient Ward



31

beds in Inpatient Ward



343

employees

1,500

regular volunteers



Average length of stay

14 days



£560

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.

Cost per hour of running the charity

£8.2M

Expenditure on patient care per year

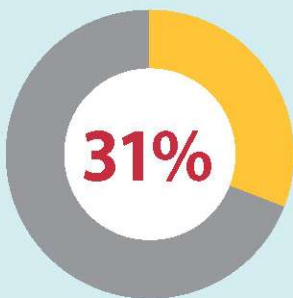
£6.0M

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



£932



31%

Portion of expenditure covered by NHS



90%

Portion of charity costs directed to care services

2,165

participants in LOROS educational activities per year



24,950

LOROS Lottery numbers



29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

LOROS

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loros.co.uk

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