

PARTNERSHIP OFFICER

RESPONSIBLE TO: National Director

REPORTING TO: National Director

LOCATION: Lagan House, 2a Queens Road, Lisburn BT27 4TZ

CONTRACT: 35 hours per week

Full time, Fixed Term (36 Months, with potential of extension)

SALARY BAND: £23,398 - £24,964 per annum (NJC Scale 6, Pt 26-28)

ORGANISATIONAL OVERVIEW:

The Leprosy Mission Northern Ireland (TLM NI) is a Christian development organisation that works to cure, care for and restore leprosy affected people, families and communities. As part of a global organisation we work in more than 30 countries world-wide. Our vision is a world where leprosy is defeated and lives are transformed.

Following the example of Jesus Christ, The Leprosy Mission strives to break the chains of leprosy, empowering people to attain healing, dignity and life in all its fullness. In Northern Ireland we seek to engage and educate people to help resource and support the work in leprosy affected countries. Through prayer, financial giving, awareness raising and volunteering people from Northern Ireland help to bring about positive transformational change in the lives of those affected by leprosy and support efforts to eliminate the disease.

Our Values

As a non-denominational, Christian organisation we are committed to following the example of Jesus Christ in all that we do. The following Christian values underpin all aspects of our work:

Dignity We believe in the intrinsic worth and dignity of every person. With humility, we will treat each individual with equality, dignity and respect and tackle stigma and discrimination.

Integrity We believe in being open and transparent in all aspects of our work. We will say what we do and do what we say we will do. There will be a seamless correlation between our message and our actions.

Compassion We believe in unconditional love and selfless service to our neighbour, putting the needs, rights and hopes of the whole person at the heart of everything we do.

Empowerment We believe in supporting people to identify and use their gifts and talents, control their own lives, and participate in decision making.

Inclusion We believe that a healthy and stable society needs to be built by people working together. We respect other faiths and cultures and celebrate the diversity of the society in which we live. We oppose discrimination and anything that marginalises people.

Excellence All our activities should be carried out to the highest ethical and professional standards.

Looking Ahead and Moving Forward

After a period of review and consultation, the Board of Trustees approved a new strategic plan at the end of 2016. Whilst we have much to celebrate and a strong legacy to build upon we recognise the need for change in our organisation. Over the next 4 years we seek to become more creative, innovative and responsive to change to ensure that our message is relevant and not forgotten. The Partnership Officer will play a key role as we seek to develop and deepen engagement with our current supporters and invite new supporters to partner with us to achieve our vision: Leprosy Defeated, Lives Transformed.

PURPOSE OF ROLE: The Partnership Officer will work closely with the National Director to implement a fund-raising strategy that increases donor giving.

The main responsibilities are:

- Donor Development – 40%
- Direct Marketing – 30%
- Community Fundraising – 15%
- Data Integrity – 15%

He/she will ensure that individual supporters receive excellent care and are enabled and supported to deepen their engagement with the work of the Mission. The Partnership Officer will also develop and implement new engagement and donor acquisition strategies and ensure adequate follow up which maximises partnership opportunities and increases giving. This role will work closely with the Database Administrator, and other staff, to manage and analyse supporter information generating reports and targeted mailings as required. They will ensure best practice and compliance with UK Data Protection legislation and relevant guidance from the Fundraising Regulator.

Completed applications must be returned by **12 noon on Wednesday 14th June**.

Applications submitted after this will not be accepted. Interviews are currently scheduled for **Monday 3rd July 2017**.

If you require any further information or any assistance with completion of your form, please contact Joy Jamieson via email at joy@tlm-ni.org or telephone 028 9262 9500.

Partnership Officer (Full Time/ Fixed Term):

Donor Development – 40%

1. To develop resources and materials, using appropriate case studies and photographs, to update and deepen engagement with current supporters and to acquire new donors.
2. To develop and implement communication strategies (written and verbal) to give donors excellent care and increase retention.
3. To develop and increase regular giving.
4. To promote Gift Aid to donors, increasing sign-ups.
5. To develop and implement 'welcome' mechanisms for all first time donors and provide them with personal welcome communication.
6. To create donor 'thank you letter' templates for appeals, regular givers etc which demonstrate the impact of their giving to individual donors and ensuring that every donor is thanked in a timely manner.
7. To effectively promote and communicate fundraising campaigns through social media, website and written resources and increase electronic communication with supporters.
8. To support the Church & Schools Engagement officer to increase income and develop donor support from churches and schools.

Direct Marketing – 30%

1. To develop and implement new donor acquisition strategies.
2. To develop new and existing fundraising campaigns.
3. To develop and implement direct marketing appeals and other fundraising material to increase individual giving.

Community Fundraising – 15%

1. To communicate effectively with a diverse range of supporters about our mission, campaigns and resources for individuals and organisations, including church services and meetings
2. To attend supporter meetings to thank donors face to face and to make appointments to visit individual supporters, as agreed with National Director.
3. To support community fundraising events and initiatives as required.

Data Integrity – 15%

1. To analyse current donor giving patterns, segmenting and targeting appeals and resource materials ensuring that they are fit for chosen audience.
2. To undertake detailed and timely analysis of individual giving appeals and campaigns to draw out learnings, assess return on investment and continuously learn and improve.
3. To manage and analyse donor supporter information generating regular reports.

4. To help maintain the accuracy and integrity of all data held in the organisation's new fundraising database (eTapestry).
5. To ensure compliance with Data Protection guidelines and best practice based on guidance received from the Fundraising Regulator and other standards relating to fundraising.

General

1. Work effectively across the organisation, in support of all team members, ensuring that all activity complies with the charity's mission, policies, procedures and all legislation governing charity activity.
2. To be sympathetic to the Christian ethos and values of The Leprosy Mission and be able to communicate vision and mission in all activities.
3. To attend and participate in meetings and events as required including staff/team and external meetings/ events. Some of these may be offsite, involve travel (local, national and occasional international), overnight stays and out-of-office-hours.
4. To promote, develop and maintain good relations.
5. To network with peers in the sector and proactively seek out research, knowledge and ideas to enhance donor care, engagement and development.
6. To work collaboratively with colleagues in other TLM National offices, particularly those within UK.
7. Observe all relevant Health & Safety rules and regulations of TLMNI to ensure as far as is possible their own safety and well-being as well as that of their colleagues and associates.
8. To undertake training and development that may be considered necessary and actively participate in supervision/ feedback sessions with the National Director.

The above list is not an exhaustive list of duties and we reserve the right to vary this from time to time.

PERSONNEL SPECIFICATION
Partnership Officer (Full Time/ Fixed Term):

	Essential	Desirable
<i>Experience:</i>		
At least 2 years' experience working in a similar role	Yes	
Proven track record of developing & implementing successful fundraising campaigns	Yes	
Proven track record of meeting and/or exceeding agreed fundraising targets	Yes	
Knowledge and experience of using different fundraising methods	Yes	
Experience of working with a recognised fundraising CRM system, including data analysis and segmentation	Yes	
Experience in working in a customer/supporter focused environment and dealing with members of the public	Yes	
Experience in project management		Yes
<i>Qualifications:</i>		
3 rd level qualification or work acquired equivalent	Yes	
<i>Skills & Abilities:</i>		
Excellent working knowledge of Microsoft including Word, Powerpoint, Excel and Outlook	Yes	
Excellent numerical skills, attention to detail and proven accuracy skills	Yes	
Excellent proven organisational and planning skills and ability to meet deadlines	Yes	
Experience of planning, monitoring and evaluating a project/ activities within agreed budget	Yes	
Effective time management skills with proven ability to prioritise and balance competing priorities	Yes	
Able to think creatively and develop new ideas		Yes
Working use of social media channels and experience of uploading information to websites		Yes
<i>Communication and Team Working :</i>		
Excellent interpersonal and communications skills (written and oral) with the ability to inspire trust and enthusiasm	Yes	
Proven ability to construct and deliver a compelling case for support	Yes	
Excellent presentation skills		Yes
Confident communicating on the telephone, and face to face, enjoys building relationships with people	Yes	
Proven ability to work as part of a team but also able to work independently on various tasks and projects	Yes	
Experience of working with and supporting volunteers		Yes

Approach to Work:		
Flexible attitude to work and a willingness to help out where needed	Yes	
Ability to work evenings and weekends according to the requirements of the post	Yes	
Willingness to learn and to share learning for the benefit of TLMNI and others	Yes	
Other:		
Understanding of the vision, mission and Christian values of The Leprosy Mission and a working style that reflects these and able to meet the Genuine Occupational Requirement	Yes	
Knowledge of the NI Christian Charity and Third sector context and UK Data protection guidelines		Yes
Knowledge of fundraising, particularly Direct marketing, and the donor development journey	Yes	
Valid clean driving licence and access to a car to undertake any travel for business purposes that may be required with this role	Yes	
Knowledge of International Development		Yes

The interview panel reserve the right to apply all essential and desirable criteria when shortlisting candidates for interview.

Genuine occupational requirement:

The Leprosy Mission Northern Ireland is a Christian development organisation which seeks to follow the example of Christ as we cure, care for and restore those affected by leprosy globally and as we engage and educate people locally, where Churches and individual Christians are prioritised as key partners in our work. The Partnership Officer will be required to produce resources that reflect TLM as a faith based organisation, including selecting appropriate scripture for communications and from time to time speak at church meetings and events. The role therefore requires you to be a practising Christian who is sympathetic toward the ethos and values of the organisation and able to communicate these confidently to new and existing supporters.

Safeguarding Vulnerable Adults:

The Partnership Officer will come into close working proximity with vulnerable adults on a weekly basis and as such all applicants are asked as part of their application form to confirm if there is any known reason why they could not take up a position working regularly with vulnerable adults. Any successful applicant who works in a role that includes regulated activity relating to vulnerable adults and/ or minors will be asked to complete an application form for an Access NI check.

**Partnership Officer
General Terms of Employment:**

Duration:	Fixed Term: 36 Months (with potential of extension)
Hours:	35 hours per week, occasional evening or weekend work may be required. In that case, time off in lieu can be pre-agreed with the National Director. Normal office hours are Monday – Friday, 9am – 5pm The role is expected to be delivered 5 days a week, with 1 hour unpaid lunch break
Salary:	£23,398 - £24,964 per annum (NJC Scale 6, Pt 26-28)
Holidays:	25 days annual leave (full time) plus statutory holidays
Probation:	9 Months
Pension:	Membership of TLM's Defined Contribution Pension Scheme (employer contribution 10%)
Expenses:	Legitimate expenses incurred in the fulfilment of the duties of the post will be reimbursed as per organisational policies and procedures. Mileage allowance is currently set at 45p per mile if required to use own vehicle for work purposes.
Period of Notice:	Less than six months service = 1 week Six months service or more = 1 month The appointment may be terminated by either party as per above and when notice is given in writing