

Job Description

Job Title: Partnership Engagement Officer

Responsible to: Head of Partnerships

Job Purpose:

As an enthusiastic relationship builder, the postholder will support the management of our corporate and wider business supporters with a particular focus on stock generation and volunteering opportunities across retail and the wider hospice. This role will drive non-financial value through strategic employee engagement and also oversee smaller partnerships, manage day-to-day administration of the corporate inbox and ensure coding and records are well maintained across the CRM system. It is a role full of variety covering the breadth of our corporate and key community relationships, ensuring all our partners get the best experience of giving with Acorns and that we maximise our non-financial asks.

Main Duties:

Portfolio Management

- > Act as the first point of contact for a high volume of corporate supporters and local businesses. Account managing a small number of partners and closing unsolicited gifts (generally under £5k in one off value)
- > Stewardship: Ensure these partners receive timely thank-yous, impact updates, and renewal reminders to encourage repeat support.
- > Pipeline Development: Identify potential uplift within this portfolio and introduce them to Senior Managers to cultivate the next phase of their giving.
- > Inbound Inquiries: Manage the general corporate fundraising inbox, responding to ad-hoc donation offers and charity of the year inquiries efficiently.

Stock Generation and Stock Drives

- > Plan and execute Stock Donation Drives (Bag it and Bring it days) alongside the needs of the wider team and with existing partners.
- > Retail Liaison: Work closely with the Retail/Logistics team to arrange van collections, drop-off points, and stock processing for corporate donations.
- > Promotion: work closely with MarComms to create digital toolkits and posters for corporate champions to help them promote stock drives internally to their colleagues.
- > Reporting: Track the volume and estimated value (including Gift Aid) of stock generated by each partner to demonstrate the total value of their support.

Corporate Volunteering

- > Work closely with volunteering to maintain a calendar of available volunteering opportunities across the charity (retail sorting, garden maintenance, hospice based and skill-sharing).
- > Lead on the logistics for corporate volunteering days, ensuring risk assessments, briefings, and equipment are in place.

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- > Oversee the recruitment, induction and training needs of Corporate Fundraising volunteers in accordance with best practice, compliance, and regulatory requirements including Health and Safety legislation.
 - > Frequently attend volunteering days to meet teams, host the "welcome talk," and ensure the corporate employees have a memorable, positive experience.
 - > Feedback: Collect feedback and photos from volunteers to use in social media and impact reports.

Admin and Data

- > Ensure all interactions, donations (cash and stock value), and volunteering hours are accurately recorded on the CRM database.
- > Process invoices and expenses related to volunteering/stock generation activities with partners.
- > Ensure any input into budgeting and reporting is done in a timely manner with high levels of attention to detail.

Collaboration

- > Liaise with other departments such as; Retail, Volunteering, Care and Communications and Marketing to develop compelling materials and clear and consistent processes.
- > Work with the Partnerships Team to implement the operational plan to win new business, generate more and better quality retail stock, ensure income growth and sustainability.

Key Performance Indicators (KPIs)

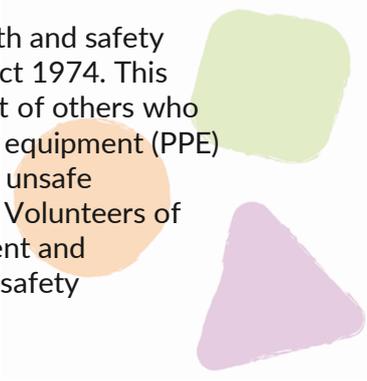
- > Income Generated
- > Retention: % and value of under-£5k partners renewing their support year-on-year.
- > Stock Value: Total estimated value of stock bags generated from corporate drives.
- > Engagement: Number of corporate volunteering days successfully delivered.
- > Satisfaction: Feedback scores from corporate volunteers.

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.





Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

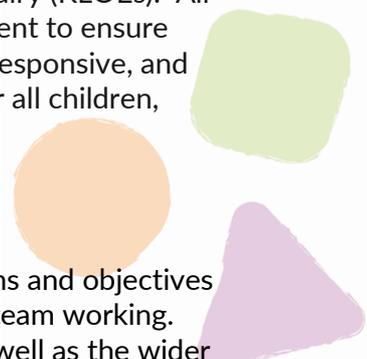
Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

CQC Regulatory Body

Acorns is regulated by Care Quality Commission (CQC). All Employees and Volunteers of Acorns support with and influence compliance with the Care Quality Commission (CQC) regulations and support the organisation in maintaining high standards of care and service delivery. This includes an awareness and knowledge of the Key Lines of Enquiry (KLOEs). All Employees and Volunteers of Acorns will work closely with senior management to ensure that the service meets the CQC's five key domains: Safe, Effective, Caring, Responsive, and Well-led, while promoting continuous improvement and high-quality care for all children, young people and families.

Other Duties:

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- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
 - > To be an active team player, supporting across the Partnerships Team as well as the wider



Income Generation Directorate and whole of Acorns.

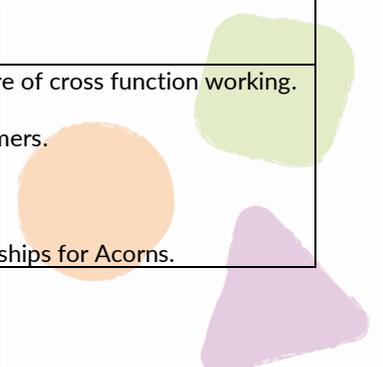
- > To raise awareness about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support.
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > Champion diversity and ensure inclusive engagement.
- > To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



Person Specification: Partnership Engagement Officer

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > A good level of education and digital confidence and capability. 	<ul style="list-style-type: none"> > Studying or completion of Fundraising, Marketing or similar professional qualifications such as Chartered Institute of Marketing, Chartered Institute of Fundraising.
Experience	<ul style="list-style-type: none"> > Experience in a customer-facing, administrative, or fundraising/sales role. > Experience of working to targets and deadlines. > Experience organising events, logistics, and scheduling groups. > Experience of project management and the ability to simultaneously manage a wide range of projects. > Experience of report writing and deploying different styles of writing and communications for different audiences, including social media post writing. > Good understanding of the principles of customer/donor care and the measures that are used to achieve high levels of customer satisfaction. > Experience in using databases including inputting, retrieving data and running reports. > Experience in hosting groups and public speaking. 	<ul style="list-style-type: none"> > Understanding of a charity retail environment including of Gift Aid on donated goods. > Experience of working with volunteers. > An understanding of corporate giving and the basis of ESG/CSR practices.
Skills and Abilities	<ul style="list-style-type: none"> > High levels of attention to detail. > Excellent written and verbal communication skills. > Excellent time management and organisational skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines. > IT Skills in MS office, Word, Outlook, Excel and PowerPoint and CRM databases. > Demonstrable approach to being results orientated. > Outstanding rapport, negotiation and relationship building skills. > Strong commercial awareness and confidence with budgets and numbers. > Ability to work as part of a team. > Leading with a curious mindset and proactive approach. > To quickly identify opportunities for continuous improvement both personally and in your work. 	<ul style="list-style-type: none"> > Use of systems such as; Dot Digital, Mail Chip and Canva to produce compelling communications. > Familiarity with managing partners across the sales cycle, from identifying prospects through to securing meetings, writing innovative proposals, pitching, objection handling, negotiating and securing commitment to enter into a relationship.
Other	<ul style="list-style-type: none"> > Passionate and committed to Acorns mission and values > Willingness to work outside agreed hours on a regular basis. > A willingness and ability to travel independently throughout the organisation and to meetings, presentations, and events. > Willingness to train and learn new skills. 	
Behaviours	<ul style="list-style-type: none"> > Build collaborative relationships across the organisation, creating a culture of cross function working. > Positive, enthusiastic approach & can-do attitude. > Curious, always seeking to understand and improve experience of customers. > Open to change and continuous improvement. > Innovative mindset and passionate about learning. > Commitment to the Acorns strategy & its success. > Driven in your approach to strive for excellence and build lasting partnerships for Acorns. 	





Terms and Conditions of Employment

Job Title:	Partnership Engagement Officer
Responsible To:	Head of Partnerships
Location:	Nearest Acorns Hospice (Birmingham, Walsall or Worcester) with some remote working
Salary:	£30,500 per annum
Notice:	8 weeks
Hours:	37.5 hours per week
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.