



**"I applaud Mercy Ships in their efforts of transformational development as they make a lasting difference in a world of need."**

**Nelson Mandela, Former President, South Africa**

# Corporate Partnerships Manager

May 2022



## Introduction

**from Joanne Balaam,  
Chief Executive Officer**

Thank you so much for your interest in the role of Corporate Partnerships Manager at Mercy Ships.

I have worked at Mercy Ships since 2016 and took up the role of CEO in 2020 and I love what we do. It's a tremendous privilege to work in a significant organisation in world mission and social action.

Our ships take medical expertise and supplies to help eradicate the diseases of poverty and deprivation, giving others life and wellness instead of death and debilitation. It's so wonderful to see the changes in people's lives, both adult and children, and to witness how love changes things.

Our goal is not only to have a transformational impact on individual lives through the healthcare we provide but also to see a lasting impact on the societies and communities that have been involved. Sharing our skills and knowledge with local medical experts enables them to contribute directly to the improvement of healthcare delivery in their country long after we have left.

As we launch our five year strategy, we are adding several roles to help us achieve our ambitious targets. We are looking to increase our income, and engage with new supporters, to maximise the opportunity to double our impact that the arrival of *The Global Mercy* brings. We will be able to help more patients and train far more healthcare professionals, and need a team to enable us to deliver this.

Here in the UK we are a committed team of 24+ people working in a variety of hybrid ways. We have high standards for working together (see our behaviours on page 3) and love to challenge one another to do better. We are an agile and high-performing team, motivated by shared success. A key focus in 2022 is organisational development, working hard to identify and build strong culture across the existing team and our new colleagues.

We are looking to develop our management team with a strong and inspirational leader who shares our vision, passion and commitment, to take on the role of Corporate Partnerships Manager. This is a role for someone who is energised and motivated by our vision to double income in the next five years, who has great interpersonal skills and is ready to bring positive, kind leadership to the organisation.

If this tremendous opportunity interests you, and if you believe you have the skills and passion to succeed in this role, then we would love to hear from you.

Details of how to apply are given at the end of this pack. If there's anything that's unclear or you have any specific questions or concerns, please don't hesitate to contact Mercy Ships for an informal chat.

I am really looking forward to hearing from you.

**Joanne Balaam,  
Chief Executive Officer**



## Impact

Over 2.8 million lives have been transformed by our work since 1978, an average of 66,000 services offered per year.

- We have completed more than 1,110 community development projects including the reconstruction of schools, clinics, orphanages, water wells and agriculture programmes. Providing local training and infrastructures to enable and sustain their future success.
- We have trained more than 6,600 local professionals (including surgeons) who have in turn trained many others, over 252,000 local people, in basic healthcare.
- Our hospital ship proudly boasts a purposebuilt hospital including five state-of-the-art operating theatres and 80 patient beds.
- We have provided care in over 55 of the world's poorest developing nations.



### Our Mission

Mercy Ships follows the 2,000 year-old model of Jesus, bringing hope and healing to the world's forgotten poor.



### Our Vision

Mercy Ships uses hospital ships to transform individuals and partner with nations.



### Our Values

Following the model of Jesus, we seek to:

- Love God
- Love and serve others
- Be people of integrity
- Be people of excellence

## Our work Mariama's Story

Mariama is a lively and healthy baby, but a severe facial cleft strained her joyful smile. This facial cleft affected 7-month-old Mariama's lip and nose, making it difficult for her to eat and causing her parents to worry about their child's future.

Since paediatric services capable of treating baby Mariama's condition were not available near the family, local doctors directed her father to Senegal's capital city in hopes of finding help.

It was there that he heard about a hospital ship capable of providing healing for his little girl.

Soon after, Mariama received an operation onboard the *Africa Mercy* that corrected her cleft lip. After surgery, Mariama and her family stayed at the HOPE Center, where her mother learned how to make nutritional baby formula and learned about the importance of nutrition for her child. Now, Mariama is home with her family, happy and healthy!





## History of Mercy Ships

Founded in 1978 by Don and Deyon Stephens, Mercy Ships has worked in more than 55 countries, providing services valued at more than £1.3 billion. By improving healthcare delivery in every country visited, Mercy Ships is working to eradicate the diseases of poverty. Mercy Ships follows the model of Jesus by “bringing hope and healing to the forgotten poor”, helping people of any faith or none.

Mercy Ships delivers a customised five-year partnership model with every country it is invited to support. Relationships are built with the national government and ministry of health, so that the specific needs of each country are met; we work to strengthen the country’s healthcare systems and drive policy change.

The aim is to tackle the root causes of the problems rather than just the consequences.

Mercy Ships UK (a key member of the Mercy Ships global partnership) was founded in 1996. We currently have one ship (*The Africa Mercy*) active and in service with another (*The Global Mercy*) being equipped and prepared.

## Behaviours



### 1. We put beneficiaries first

Our performance impacts lives, so we strive for the very best results.



### 2. We are open to challenge

We challenge current norms, ideate, create and develop.



### 3. We expect the best

We consistently seek the best in and for others.



### 4. Together in everything

We are a relationally-driven team.



### 5. Effective Interaction

We communicate with clarity and purpose.

# Role Description

**Main Workbase:** 12 Meadway Court, Stevenage SG1 2EF  
(Minimum two office days per week, with flexible/homeworking)

**Hours of Work:** Full time (37.5 hours plus unpaid breaks)

**Contract:** Permanent

**Salary:** £37-42K

**Line Manager:** Director of Engagement

## Benefits:

- 25 days annual leave + bank holidays, increasing + one day with each year of service, up to 30 days annual leave
- Christmas shutdown
- Up to 7% Employer pension contribution
- Travel and training loans

## Main Purpose

We are looking for an experienced Corporate Partnerships Manager to play a pivotal role in developing and leading our Corporate Partnerships Programme within the UK. As we launch our new five-year strategy, a strong CSR offering will be essential. The role holder will be required to develop, nurture and tailor relationships to match desired corporate engagement with Mercy Ships' needs. You'll work closely with the Engagement team and Development team to produce an inspiring programme to attract new partners, building collaborative connections across the network to achieve income growth and volunteers.

## Main Responsibilities

### Relationship management

- Provide outstanding account management for existing corporate partnerships of varying size ensuring highest standards of client care, acting as first point of contact and maximising volunteer recruitment and deployment and income generation wherever possible
- Ensure that the appropriate reporting of corporate partnerships takes place in a timely manner on both financial support and any donated services in kind
- Develop attractive multifaceted programme, offering a menu of opportunities, able to tailor to the needs of each organisation – whilst balancing the limited capacity of Mercy Ships teams in the UK and overseas
- Ensure that all agreements and obligations towards corporate supporters are met and delivered with clear links to partners CSR agenda, providing attractive opportunities for sponsorship and engagement
- Develop and support effective team working, maintaining excellent relationships across the organisation global
- Liaise with the PR Coordinator to optimise press and media opportunities on behalf of corporate partners

### Relationship Development

- Develop tangible CSR packages for corporate partners that allow maximum staff engagement, donated services in kind and financial support
- Steward current organisations, testing new programme with current supporters, ensuring retention and working toward uplifting the current engagement
- Utilise current corporate partners to develop warm leads for future partnerships
- Development a pipeline of 100 potential corporates across maritime and medical sectors, looking to build a solid caseload providing volunteers (ship crew) and financial support
- Work in partnership with the Development team (Trust & Foundations and Major Gifts) to ensure that relevant cross over is managed to the best outcome for partners
- Bring strong connections across the maritime and medical sectors

### General Responsibilities

- Retain accurate and detailed contact records for all prospects and confirmed partners
  - Be aware of Data protection and ensure all retained information is in line with charity law and best practice
  - Create internal 'buy-in' and support for corporate fundraising events to extend the relationship between entities further
  - Be responsible for accurate budget and reforecast figures for account portfolio at team and departmental level
  - Work with Director of Engagement to develop multi-year key performance indicators (KPIs) to ensure continuous and consistent growth, clear targets against which to measure opportunities
  - Consistently measure opportunities against strategic priorities and KPIs to ensure maximum impact and organisational alignment
  - Demonstrate the ability to handle multiple workflows, assess priorities and meet deadlines
  - Show passionate dedication to meeting prospective donors in balance with strong account management for existing partners
  - Ensure effective representation of the Charity and its aims, both face to face and in written communications to supporters of all levels.
  - Other duties as are within the scope, spirit and purpose of the job as requested by the line manager or Head of Department
  - Post holder will actively follow Mercy Ships UK policies
- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder**

# Person Specification

Attribute	Essential	Desirable
<p><b>Education/Qualification</b></p>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant charity qualification considered a bonus</li> </ul>
<p><b>Proven Experience</b></p>	<ul style="list-style-type: none"> <li>• Proven experience in account management and/or managing corporate partnerships to achieve a high level of income</li> <li>• Experience of achieving ambitious targets</li> <li>• Experience of negotiating and tailoring corporate partnership with various options available to add more value</li> <li>• Experience of developing and maximising new business opportunities</li> <li>• Experience of engaging with a range of stakeholders at senior management level</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a similar role in the third sector</li> <li>• Experience in CSR from corporate or charity perspective</li> <li>• Experience using a CRM database – ideally Salesforce</li> </ul>
<p><b>Skills &amp; Abilities</b></p>	<ul style="list-style-type: none"> <li>• Public speaking and presentation skills to a wide range of audiences</li> <li>• Communication skills both verbally and in writing within a range of settings</li> <li>• Ability to organise and prioritise a busy workload and to work to deadlines</li> <li>• Ability to work independently, cooperatively and as a team member</li> <li>• Proficient in Microsoft 365, including Teams, Word, Excel, Planner and CRM databases</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of fundraising and Charity law</li> </ul>
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Able to actively support, promote and encourage Mercy Ships' mission and values</li> </ul>	



## How to apply:

to join us in transforming the lives of the forgotten poor:

Send a CV and covering letter to [careers@mercyships.org.uk](mailto:careers@mercyships.org.uk)

by 6th June 2022

Don't delay applying as we screen applications on receipt and reserve the right to close early.

**Hope.  
Healing.  
Transforming Lives.**

Registered Charity No: 1053055. Registered Charity in Scotland No. SC039743.  
Company No: 3147724 (England and Wales)

## Equal opportunities

Mercy Ships UK is an equal opportunities employer. We welcome applications from all individuals and value diversity in our workforce.

## DBS Check:

Candidates will be asked to declare any 'unspent convictions.' Further information can be found [here](#).

Eligible roles may require a Disclosure Barring Service (DBS) check.

