



**“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**

# Philanthropy Manager

July 2022



## Introduction

**from Joanne Balaam,  
Chief Executive Officer**

Thank you so much for your interest in the role of Philanthropy 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.

If the opportunity to join Mercy Ships interests you, and 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 is anything that's unclear or you have any specific questions or concerns, please don't hesitate to contact Mercy Ships.

I really look forward to hearing from you.

*Joanne Balaam*

**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:** £37,000 - £42,000 (depending on experience)

**Line Manager:** Director of Development

**Line Management Responsibility:** None

**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
- Free parking onsite
- Flexible work approach

## Main Purpose

We are looking for an experienced and professional fundraiser to develop and deliver a major donor pipeline to grow our income from high value individual donors. The incumbent will help nurture relationships and grow the pipeline, ensuring that key supporters are engaged with and support the work of Mercy Ships. This is an exciting role for someone to manage, grow and develop opportunities with existing and new supporters and impact our ambitious development strategy for a growing organisation.

## Main Responsibilities

### Relationship Management

- Manage and grow a portfolio of 100 donors in varying stages of the donor cycle
- Build compelling proposals that align with donors' interests and match funding needs within the organisation
- Increase the breadth and depth of the current major gifts pipeline by building and expanding relationships through the engagement of Trustees, the Executive

### Team, and donor networks

- Create donor development plans for top prospects to grow their support over time – identifying donors' motivations and needs and thinking creatively to respond to these.

- Provide excellent customer service and stewardship, through regular tailored communications, and opportunities to engage with the cause
- Ensure exceptional and consistent cultivation and stewardship for all major donors and prospects.

### Fundraising, Strategy and Planning

- Solicit and close five to six figure, single and multi-year gifts
- Make written and face to face asks and keep supporters updated on MSUK accomplishments and successes
- In conjunction with the Director of Development, agree and deliver personal targets

### Working with Others

- Work closely with the wider Mercy Ships team to ensure best practice and collaborative working across all departments
- Work in partnership with colleagues within Mercy Ships International to maximise all income opportunities.

### Database and Information Management

- In line with GDPR, ensure relationships are recorded on Salesforce and that use of the database for the Philanthropy team is maximised.
- Collect prospect and donor feedback to help inform and influence future strategy and product development by the marketing team
- Ensure accurate records are kept including creating and maintaining financial forecasts and other governance documents

## Other

Ability to work outside regular office hours and to travel occasionally within the UK and internationally as required To carry out any other reasonable duties as assigned.

**As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder**

# Person Specification

Attribute	Essential	Desirable
<b>Education/ Qualification</b>	<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 specific qualification highly desirable</li> <li>• Member of the IoF</li> </ul>
<b>Proven Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrative experiences soliciting and closing five and six figure gifts from UHWI</li> <li>• Experience of working within a results-orientated environment, with a record of achieving personal KPIs and targets</li> <li>• Experience of communicating complex information to a lay audience and influencing multiple parties through written and verbal proposals, reports and presentations</li> <li>• Experience of tracking the success of a project and taking the initiative to identify and implement improvements</li> <li>• Experience of delivering on Equality, Diversity Inclusivity initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• An in depth understanding of the maritime, medical and/or Christian giving sectors</li> <li>• Experience of working with donors and stakeholders internationally</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• An understanding of, and commitment to, the case for support for Mercy Ships work</li> <li>• A demonstrated ability to establish credibility and confidence with donors and prospective donors</li> <li>• Producing high quality, imaginative and compelling presentations, proposals, letters and pitches</li> <li>• A proven ability to create and innovate, develop new strategies in order to drive results</li> <li>• A proven ability to make sense of complex issues even when information is incomplete</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to develop new strategies and processes in fast-growing organisations</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Able to actively support, promote and encourage Mercy Ships' mission and values</li> <li>• Confident, resilient, tenacious and collaborative in your approach</li> <li>• A drive for personal development and seeks challenge and opportunities to improve</li> <li>• Strives for excellence and seeks to exceed expectations of supporters</li> <li>• Good organisational and time management skills</li> <li>• Excellent verbal and written communication skills</li> <li>• Accepts accountability for your own actions and decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Good business acumen</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 Monday 25th July 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.

