

Job Description



Job Title: Partnerships and Engagement Manager

Salary: £27,741 Pro Rata (Pay award pending - Salary will be adjusted in line with NJC Payscale when available)

Hours of Employment: 21 Hours per week

Holiday Entitlement: 20 days per annum plus Bank Holidays in England

Responsible for: Developing partnership and engagement opportunities to increase the scale and Impact of The Swan Song Project.

Reports to: Creative Director

Location: Home based with occasional travel to Leeds for team meetings or to meet with partner organisations nationwide.

Purpose of the Role

The Swan Song Project is a unique charity that specialises in Celebrating Lives, Making Memories and Leaving Legacies. The core work of the charity involves supporting terminally ill and bereaved people to write and record an original song. We also provide group activities and a podcast about songwriting and bereavement.

We currently work with several local hospices, have fledgling partnerships with other bereavement and end of life organisations and accept self referrals through our website. Your role will be to manage and develop these existing channels whilst researching and building new methods of engagement. You will monitor how effective our partnerships are and look for ways to improve them ensuring the charity is as impactful and efficient as it can be.

This is a very exciting opportunity to play a huge role in expanding a special and unique service. The right candidate will have to fit with the values of The Swan Song Project which are, **Authenticity, Creativity, Trustworthy, Compassion and Optimism**. They will be passionate about the work we do, ambitious and driven to help people through some of the toughest times of their lives.

Find out more about the charity on our website - www.swansongproject.co.uk

Participation

- To develop and deliver ways to maximise engagement and participation with the services of The Swan Song Project ensuring the charity is able to meet its targets.
- To explore new avenues to engage beneficiaries with the services of the charity.
- To improve diversity of participation and access across different communities.
- To work with the team to develop and implement the charity's impact measurement systems.
- To share feedback with the team when necessary and suggest ways we could improve participation.
- To work with the team to develop our marketing materials and resources to make them more engaging to beneficiaries.

Partnerships

- To build relationships with our partner organisations (Hospices, bereavement charities etc) and work with them to make our service as accessible as possible to potential participants.
- To research and establish new partnership opportunities (Care homes, NHS, funeral directors etc).
- To develop mutually beneficial partnership agreements.
- To develop an "Ambassador" role with key contacts from each partner organisation and maintain these relationships.
- To liaise between partner organisations and the Swan Song team to ensure both parties are happy with the work being done and discuss any possible improvements.

Project Development

- To work with the team to develop a sustainable and scalable business model for the project to grow.
- To contribute to the overall development of The Swan Song Project.
- To assist with development of effective systems, policies and procedures to ensure standards are maintained as the charity develops.

Operational Management

- To work with the team to develop and maintain a system for monitoring and evaluating the service and collection of data relevant to all aspects of management of the project.
- To create a system for managing relationships with partner organisations.

Communication

- To ensure enquiries, phone calls, e mails and correspondence are responded to in a timely, effective and professional manner.
- To work with the team in the management of, and development of content for, the website, social media platforms and any other means of communication deemed helpful to the expansion of awareness and understanding of the work of The Swan Song Project.

Confidentiality

- To protect the confidentiality of all staff, volunteers and users of the service in line with current data protection regulations.
- To maintain a clear confidentiality and data protection policy.

Conduct

- To maintain a professional conduct in all dealings with partners, stakeholders, staff and beneficiaries

Any other duties as occur from time to time that are reasonable within the role and are at the discretion of the Creative Director and Trustees.

www.swansongproject.co.uk