

High Value Operations Lead Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

High Value Operations Lead

Position in the Organisation

Reports to the Associate Director of High Value & Legacies
 Member of our High Value & Legacies team.
 Part of our Income & Engagement directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

This role is responsible for the creation of outstanding fundraising propositions including the development of high-quality communications to potential and current supporters. In this strategic senior cross departmental position, the postholder will oversee subject matter specialists in propositions, copywriting and prospect research to ensure the effective translation of organisational plans, strategies and work into creative supporter approaches and communications ensuring our vital supporters understand and recognise their significant impact.

As an expert themselves, the post holder will have an in depth understanding of supporter motivations, they will act as a key central point to ensure joined up fundraising communications. They will regularly act at a senior level and as a representative of Income & Engagement to contribute to organisation wide messaging, brand and communications projects. This role will build close working relationships with senior stakeholders across the organisation in activity teams to ensure income generation is considered in all relevant plans.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

Key Accountabilities and Responsibilities for the secondment

- Build and support a high performing High Value Operations Team and integrate new ways of working including re-establishing Prospect Development as part of the FC function and formalise ways of working with the Fundraising Information Manager and Creative, brand and engagement.
- Maintain the high quality provision of prospects, proposals, pitches, reports, propositions and other relevant communications assets to the High Value fundraising teams as required.
- Lead on the development of relevant assets aligned to the Strategy including revising existing content for fundraisers in line with any strategy adjustments.
- Represent fundraising and contribute to the brand project as necessary including the internal rollout plans for fundraisers and updating relevant communications tools and assets.
- Support the rollout of the Proposition Lifecycle Process, helping to solidify more established ways of working for proposition development.
- Build an effective, collegiate working partnership with the Dementia Support and Partnerships Propositions Manager to establish firm foundations for the development of fundable propositions.
- Rollout and embed the Ask Tracker process, managed by prospect development, so fundraisers can more easily track various asks to donors.

- Support the development of key organisational messages around strategic initiatives in the Help and Hope strategy.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Highly skilled in written communication across complex and more commercial assets	E	A/I
Audience focussed	E	A/I
Significant experience leading a high performing team to achieve success	E	A/I
Able to confidently build and maintain strong working relationships across a range of stakeholders	E	A/I
Experience of creating successful income generating proposals tailored to specific audience	E	A/I
Able to influence senior stakeholders towards desired outcomes or impact	E	A/I
Able to spot funding opportunities within complex strategic plans and activities, and shape their presentation for a funder.	E	A/I
Able to work collaboratively to develop new projects	E	A/I
Comfortable and confident giving direction and making decisions where there is some degree of ambiguity	E	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be a self-starter and incredibly motivated.	E	A/I
Excellent organisational and prioritisation skills.	E	A/I
Excellent attention to detail.	E	A/I
Commitment to and understanding of equal opportunities	E	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role.

Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Our benefits



Financial Security

- Group Personal Pensions Plan with Scottish Widows - with up to 8% employer contribution rate
- Life Assurance Scheme - two times your annual salary
- Society Plus and Smart Spending App - giving you unbeatable savings at hundreds of retailers
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependants

- Paid time off work for fertility treatment
- Paid time off work to support those transitioning
- Enhanced family leave – 16 weeks paid leave for all eligible parents
- Paid compassionate time off work and bereavement leave
- Paid time off work for dependants



Recognition

- Annual people awards evening
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working