

THE POLICE TREATMENT CENTRES



**A FORCE FOR PROMOTING AND
IMPROVING HEALTH & WELLBEING**

CANDIDATE PACK



**ROLE: DONOR ENGAGEMENT OFFICER
(ST ANDREWS, HARROGATE)**

INTRODUCTION & WELCOME

Dear Candidate

I would like to take this opportunity to thank you for your interest in this role at The Police Treatment Centres (PTC).

The PTC is a superb facility and it is a great privilege for me to be the CEO of an organisation supporting the Police Family.

The next few years will be a tremendously exciting time for the PTC, our donors and our Patients. The development of the new Clinical Wing is part of our long term strategic plan to remain modern, vibrant and innovative to ensure we deliver the very best treatment to an evolving Police Service.

We want an exceptional colleague who exemplifies and champions our values and behaviours; brave, informed, compassionate and driven. It's an incredibly exciting time to be part of our team.

The PTC is also proud that we are working towards being a truly diverse organisation. Our growing commitment to equality and diversity spans across our organisation and we pride ourselves in being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for and you share our determination to beat heartbreak forever, then we would be delighted to hear from you.

Patrick Cairns

Chief Executive



A Note from the Head of Department, Zoe

I am really excited to welcome someone new to the team! I am looking for someone with exciting & innovative ideas of how we can continue to strengthen our fundraising & engagement.

ABOUT THE POLICE TREATMENT CENTRES

Every year the Police Treatment Centres help thousands of Serving and Retired Police Officers who have been injured or have fallen ill, to return to better health and wellbeing.

The Treatment Centres is an independent Charity which relies on the support from the Police Family. It costs almost £6.5 million each year to keep our two Treatment Centres operating and provide the treatment our Officers so desperately need.

Our vision is to establish the Police Treatment Centres as a centre of excellence that delivers class leading treatment for our Police Family Patients for their physical and psychological injuries, conditions and illnesses. Through our work, we want to support and encourage the Police Family's return to better health as swiftly as possible.

£1.5 million

Match funding was provided by Police Care UK to develop a new centre of excellence at St Andrews and expand the provision for Psychological Wellbeing.

The PTC are working in partnership with Police Charities UK to develop shared objectives.



"I haven't met one member of staff who hasn't been a credit to the PTC. Everyone was extremely helpful, kind and supportive."

Join a Charity with over 120 years of Experience

The Police Treatment Centre, **St Andrews**, (previously known as the Northern Police Convalescent Home), officially opened in Harrogate, North Yorkshire in 1903 and still occupies the same site on Harlow Moor Road today.

In 1996, a major new development took place with the opening of **Castlebrae**, the Police Treatment Centre in Auchterarder, Perthshire.

The Centres have greatly expanded and, over the years, the services provided have developed to meet the changing nature of Police work.

WHY WORK WITH US?

The PTC is a national Police Charity supporting those with physical and psychological injuries, conditions and illnesses; with the aim of assisting their return to better health and wellbeing.

The PTC team is made up of dedicated, skilled employees and committed volunteers who work with the Police Family and offer support when they need it most. Join us and you can make a difference to members of the Police Family in their time of need.

The PTC has key values helping us delivery first-class service:

- To put our Patients and their needs at the core of everything we do.
- To put the Serving Police Family at the centre of our work and support Retired Officers where capacity allows.
- To strive for excellence in the quality of our facilities, care and treatments.
- We seek to nurture a working environment where colleagues feel valued and experience an atmosphere of mutual respect and absolute integrity in relationships

The PTC is proud of our commitment to our employees, and we aim to be an employer of choice; offering an environment where all employees feel equally valued, their personal and professional growth is encouraged and contributions are recognised.

Our vision is to establish the PTC as a centre of excellence is shown through our commitment to Investors in People.

In return, we believe we offer a unique working environment & employee benefits package.

If you would like to work for a Charity where people are given the opportunity to take responsibility and demonstrate a “can do spirit” then we would like to hear from you.

The PTC; supporting you whilst you are supporting the Policing Family.



OUR BENEFITS



LIVING WAGE EMPLOYER

The Police Treatment Centres (PTC) is an accredited Living Wage Employer! This means that every member of staff working for PTC will earn a real Living Wage.



ANNUAL LEAVE

28 days Holiday + 8 Bank Holidays, raising after 5 & 10 years' service, plus two weeks leave at Christmas (saving leave from your allowance).



LIVE WELL. WORK WELL.

We offer various benefits to inspire and support you to live a healthy life, at home and at work, including free Car Parking and free access for you and two family members to our class leading gym, swimming pool and hydrotherapy pool. Plus an Employee reward scheme.



FINANCIAL WELLBEING

Employee discounts through the Blue Light Card to many high street and internet companies plus a Christmas Bonus after qualifying period and reward schemes that recognise length of service. We also offer a Competitive pension scheme.



HEALTHCARE

Free access to physiotherapy subject to availability, and access to Bluline healthcare scheme. Emotional, wellbeing, legal and financial advice via website, app and phone through our Employee Assistance Programme.

JOB DESCRIPTION

Job title	Donor Engagement Officer
Location	St Andrews, Harrogate
Team	Donor Recruitment and Charity Engagement
Reporting To	Head of Donor Recruitment and Charity Engagement

Job purpose

Reporting directly to the Head of Donor Recruitment & Charity Engagement, the Donor Engagement Officer will promote the growth and development of the Police Treatment centres (PTC) and The Police Children's Charity among stakeholders in order to promote the benefits of the Charities' and increase awareness & income.

Duties

- Increase regular income from the Charities' constituent forces police family members.
- To represent the Charities and raise the Charities' profile through attendance at recruitment & other events.
- Support the HoDRCE in the delivery of the PTC Business plan to achieve funding for both revenue & capital programmes.
- Support the development and maintenance of effective working relationships with the federations, benevolent funds and other associated bodies of the Charities' constituent forces to enable key aspects such as the recruitment of new Officers to be undertaken.
- Support the development and maintenance of effective relationships with new and existing donors, in particular support in providing a point of contact and support for people wishing to undertake fundraising events and activities on behalf of the Charities.
- To support all fundraising activities taking a hands-on role when necessary and help build external relationships alongside other colleagues through PR and media support.
- To support the social committees at both centres to ensure a healthy income flow.
- Support the Charity in familiarisation events for new stakeholders, Trustees and visitors as required.
- To deliver the PTC communication strategy to raise the profile and understanding of the PTC and The Police Children's Charity among stakeholders and across local and relevant specialist media, through the use of press releases, articles, exhibitions and various publicity and display materials.
- Work with colleagues on agreed donor recruitment and media campaigns and identify new ones in support of fundraising, to include raising awareness, and income. This will include writing press releases, features, organising photo shoots, arranging video recordings, briefing spokespeople, organising case studies and monitoring results.
- To support the HoDRCE in the development and maintenance of a database of Ambassadors and case studies.
- Monitor media coverage and maintain the Charities' media archive.
- To support the HoDRCE in the production of literature including newsletters and key publications such as the Annual Report for a variety of stakeholders.
- To support the HoDRCE in the ongoing delivery of the Charities' websites, including updating and writing content for the website, to include website reporting through Google Analytics.

JOB DESCRIPTION

- To support the HoDRCE in the ongoing delivery of the Charities' social media presence, including writing and scheduling content, maintaining a regular and engaging calendar and reviewing and reporting through Insights, and to keep up to date with new developments in this area. Provide communications support and input for events, conferences and national forums.

The role will require travel together with some weekend and evening work. On occasion there may also be the requirement to be away from home overnight.

Other duties & responsibilities:

- Ensure adequate communication of proposed changes.
- To be proactive in the adoption and promotion of agreed changes.
- To take a positive approach to new initiatives and opportunities.
- Flexibility to travel will be required due to the nature of the role.
- Observe all the Charities' policies and regulations.
- Undertake such other duties and tasks as may lie within the scope of this post to ensure the effective delivery and development of the service.

The purpose of this document is to act as a guide to the duties which may be required. It is not an exhaustive list and other duties may be required in accordance with the grade of the post and the competencies of the post holder. The job description from time to time may be subject to review and change following consultation with the post holder.

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PHYSIOTHERAPY



PSYCHOLOGICAL
WELLBEING



FITNESS
CLASSES



COUNSELLING



HYDROTHERAPY
POOL



SUPPORT CLASSES
& WORKSHOPS



SWIMMING
POOL



COMPLEMENTARY
THERAPY



TENNIS
COURTS



NURSING



ACCOMMODATION



CATERING



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