



Sheffield
Hospitals
Charity

Hospital Relationship Lead

Job Description

May 2026



Hello you!

I'm Greg van Heeswijk, Director of Fundraising at Sheffield Hospitals Charity. We are looking for an exceptional Hospital Relationship Lead to help establish an important new area of work for the charity and our NHS partners.

This is a rare opportunity to join Sheffield Hospitals Charity at the very beginning of an ambitious new pilot programme focused on patient gratitude and philanthropy. Working closely with clinical teams across three hospital departments, you'll help shape and embed a referral and engagement approach that supports patients and families who wish to give back following their care.

This role sits at the intersection of healthcare, philanthropy and relationship management. Success will depend on your ability to build trust, navigate sensitive environments with professionalism and empathy, and bring people together around a shared vision. You'll work closely with clinicians, operational leaders and charity colleagues to develop a programme that is ethical, thoughtful and genuinely valuable to patients, staff and our hospitals; ultimately resulting in increased funding for the NHS.

We are an ambitious charity already making a significant impact across our NHS Trusts: supporting patients and staff, and funding vital research, innovation and equipment. We are also making our mark in shaping a healthier Sheffield, tackling health inequalities across the city. We aren't afraid to do things differently. I know lots of organisations say that, but at Sheffield Hospitals Charity being boring simply isn't in our DNA. We are driven by the belief that in the years ahead, our impact can and must reach further and go deeper than ever before.

To achieve that, we're in an exciting period of growth. We are carefully investing in our team, and strengthening the systems that underpin everything we do. This pilot programme reflects that ambition. It is a chance to help implement something from the ground up, working alongside experienced NHS philanthropy specialists and senior hospital stakeholders to develop a model that could shape future fundraising and patient engagement across Sheffield.

We're looking for someone with the credibility, emotional intelligence and drive to help lead this work successfully. In return, you'll join a supportive team at a pivotal moment in our development. You'll be trusted with real responsibility, encouraged to bring new ideas, and given the opportunity to help shape a programme with significant long-term potential.

If you're motivated by purposeful work, collaborative relationships and the opportunity to build something genuinely impactful from the outset, we'd love to hear from you.

Greg Van Heeswijk

Director of Fundraising



We are

Sheffield Hospitals Charity

We help Sheffield's hospitals, community teams and mental health and specialist services to cover costs their NHS budgets can't. We fund support for patients and staff, life-changing research and more, so that we can enhance care from birth to the end of life and everything in between.

We provide additional funding to Sheffield Teaching Hospitals NHS Foundation Trust and Sheffield Health Partnership University NHS Foundation Trust who support people at every stage on life's journey.

From welcoming babies into the world on the Jessop Wing, to supporting cancer care at Weston Park, specialist care at the Royal Hallamshire, Charles Clifford and the Northern General, to improving the mental physical and social wellbeing of people in our communities.

Somewhere along the line, our funding is likely to have helped you or someone you love.

As well as funding provisions for patients, our grants also contribute to training, equipment and wellbeing projects for NHS professionals.

By looking after the staff and services at the centre of patient care, we're making sure they're ready to look after you.

The work we fund is only possible through generous donations, fundraising events, corporate support and a coming together of our community. With your help, we'll make sure that the care you and your loved ones receive is the best it can be.

Further information:

[Sheffield Hospitals Charity Strategy 2024-27 and Impact Report 2024/25.](#)

Our vision

Every person cared for and working in our hospitals, community and social care services is treated with compassion and has access to the best equipment and treatments in the best environments.

Our mission

We help Sheffield's hospitals, community teams and health and social care services to cover the costs that the NHS can't. By funding support for patients and staff, life-changing research and more, we enhance care from birth to the end of life and everything in between.

Our values and behaviours

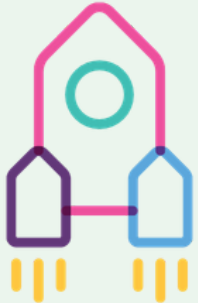


We're the best together

We work collaboratively with our beneficiary Trusts and other organisations to have the greatest impact for the people of Sheffield. We help our supporters and volunteers to give back to the NHS in ways that suit them. We employ talented people and encourage each other to be the best we can be.

Expected behaviours:

- I seek input from my colleagues and take advice from others to deliver the best I can.
- I proactively seek out opportunities to collaborate with others so that we can achieve more for our NHS.
- I look after and look out for my colleagues; lending a hand and lifting them up.



We go the extra mile

Whether you're a patient, NHS staff, supporter or employee, we strive to make people feel uplifted. Our funding is always above and beyond what the NHS can provide, and we ask, 'How can we fund the best outcomes in this area?'. We go the extra mile for each other, our beneficiaries and our supporters, and ask, 'How can we help?'. As a team, we celebrate our successes and work hard to improve and innovate.

Expected behaviours:

- I am audience-led, in line with the needs of the charity, giving people the best experience of working at Sheffield's Hospital Charity.
- I am proactive and solutions-focused, bringing proposals and solutions to the table.
- When I can't help to deliver a task or solve a problem, I aim to find someone who can.

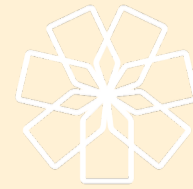
We look to the future



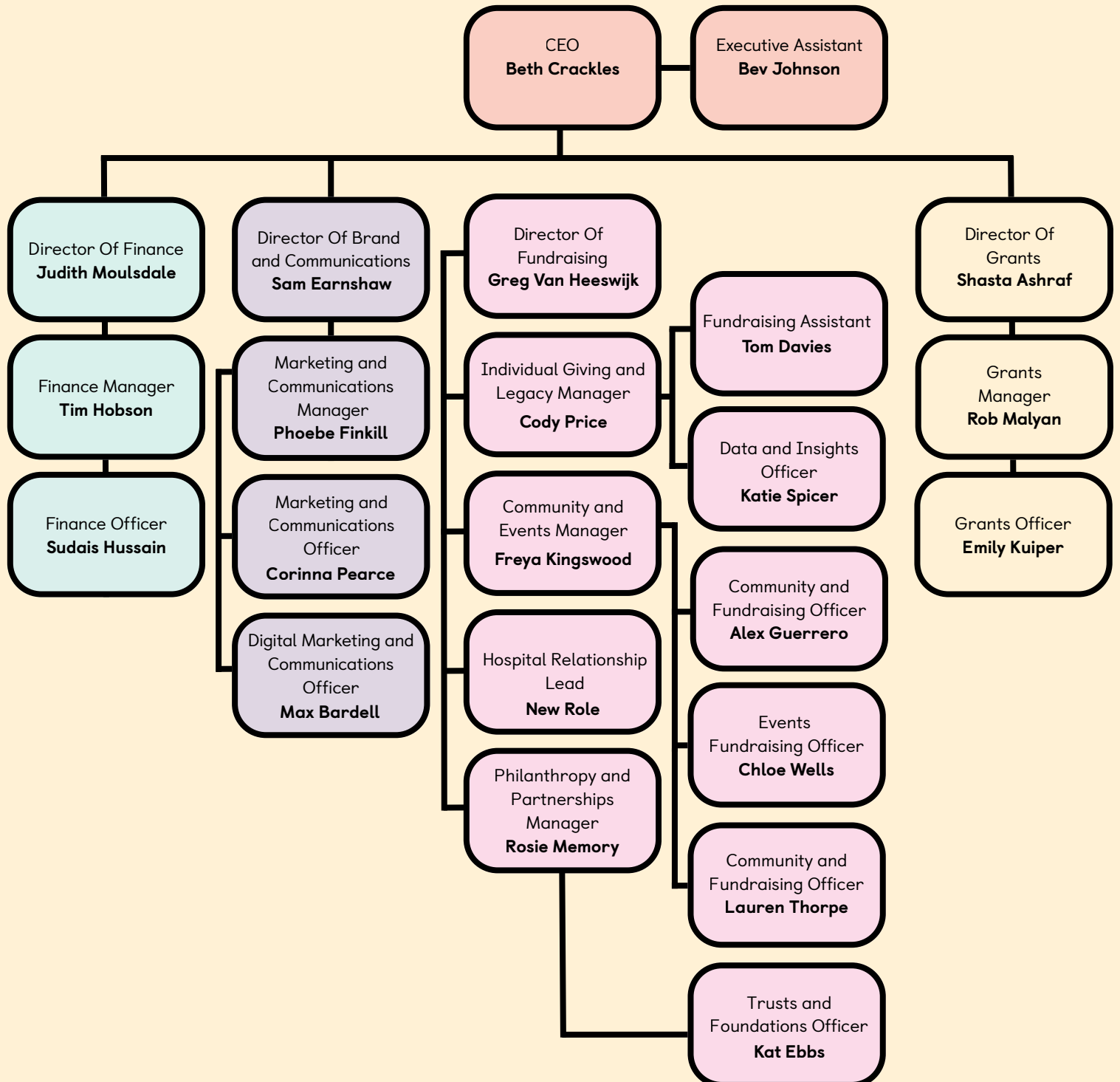
We help build a brighter future for the NHS in Sheffield. When funding, we ask, 'How will this help our Trusts now and in the future?'. As a charity, we aim to be financially and environmentally sustainable. When investing in our charity, we ask, 'Does this help build a sustainable organisation and a happy, productive team?'.

Expected behaviours:

- I consider what is best for the charity, not just my area, and I think about the short, medium and long-term when making decisions.
- I make time for learning as an individual and with my team, and take learning into future projects.
- I am ambitious for the charity and bring new ideas and ways of working to help us be better.



Our structure



Job description

Hospital Relationship Lead

Position:

Hospital Relationship Lead

Responsible to:

Director of Fundraising

Contracted Hours / Length:

37.5 hours per week, 18-month fixed-term contract with a view to becoming permanent

Work Location(s):

Leah's Yard, Sheffield, with regular time spent across Sheffield Teaching Hospitals sites

Salary:

£45,000-£50,000 (top of the scale achieved if significant experience is demonstrated)

Key working relationships:

Hospital Relationship Lead and Director of Fundraising, Director of Brand and Communications, Director of Grants and CEO, NHS staff and volunteers, and wider Charity's team as appropriate

Purpose of the role:

This is an exciting new role created to support the launch of Sheffield Hospitals Charity's innovative Grateful Patient Philanthropy pilot programme. It is a time of significant change across the NHS, following the publication of the NHS 10 Year Plan. Amidst this change there is growing recognition of the important role philanthropy can play in enhancing patient experience, supporting staff wellbeing, tackling health inequalities, and enabling research and innovation. This role is designed to deepen the connection between patients, NHS staff and Sheffield Hospitals Charity. It will be a catalyst for new relationships inspired by exceptional care experiences and a sincere desire to say thank you, transforming meaningful moments into tangible impact for our NHS in Sheffield.

Joining the Fundraising Team at a pivotal stage of development, you will lead on establishing and embedding this new programme across three pilot departments. The programme will develop ethical, patient-led pathways for hospital staff to refer patients and families who wish to express their gratitude through philanthropic giving.

You will act as the key bridge between the Charity and hospital teams, building trusted relationships with clinicians and frontline staff to ensure the programme is embedded in a way that is sensitive, sustainable and aligned with NHS values.

A core part of the role will be to track, monitor and manage performance against agreed KPIs, ensuring activity is delivered effectively and that insight is used to refine and improve the pilot continuously. You will also lead on capturing learning and contributing to formal evaluation, producing evidence-based reporting for the Charity Board and Trust Executive Group to inform future decision-making and potential wider rollout.

Working closely with clinical teams, senior hospital colleagues and the charity team, you will help design and refine referral pathways, communications, and stewardship processes, ensuring patients and families have a seamless and appropriate way to support the Charity following their care.

We are looking for a confident, relationship-focused individual with strong communication skills, emotional intelligence, and the ability to build credibility with senior clinical stakeholders. You will be comfortable working in a developing programme environment, balancing delivery with evaluation, and using data and insight to shape improvement. If you enjoy building new initiatives, bringing people together and creating meaningful supporter experiences, this role offers a unique opportunity to shape a programme with significant long-term impact.

What you'll be responsible for

Relationship Building & Hospital Engagement

- Act as a key ambassador for Sheffield Hospitals Charity across hospital sites, promoting the role and impact of philanthropy within NHS healthcare.
- Build and maintain trusted relationships with clinicians, ward teams, departmental leaders and operational staff across pilot departments.
- Develop a strong understanding of each pilot department, including priorities and patient pathways, to identify appropriate opportunities for patient-led gratitude and engagement.
- Act as the first point of contact for hospital colleagues regarding potential patient or family referrals.
- Support NHS staff confidence in responding appropriately and sensitively to expressions of patient gratitude.
- Attend NHS departmental meetings, hospital events and engagement sessions to maintain visibility and strengthen relationships.
- Pilot Programme Development & Delivery.
- Support the implementation and coordination of the Grateful Patient Philanthropy pilot across key hospital departments.
- Work with the Director of Fundraising to develop and instil ethical frameworks, referral pathways, communications and engagement approaches.
- Design and deliver workshops, training and engagement sessions with NHS and charity colleagues.
- Test and refine the patient & family journey between NHS and charity, improving engagement and support.
- Produce clear guidance and resources to support NHS staff participating in the pilot.

Performance, KPI Management, Reporting & Evaluation

- Monitor and actively manage progress against agreed pilot KPIs, ensuring activity is delivered in line with programme objectives.
- Track engagement activity, referral levels and conversion outcomes using Beacon CRM systems and other agreed reporting tools.
- Capture feedback, learning and examples of best practice to inform ongoing development.

- Contribute to future recommendations and long-term implementation planning.
- Lead on the collation and analysis of pilot outcomes, identifying trends, insights and areas for improvement. Ensure learning from the pilot is clearly documented and translated into actionable recommendations for future delivery.
- Produce regular performance updates for the Director of Fundraising and internal stakeholders and contribute to formal evaluation presentation to the Charity Board and Trust Executive Group.

Supporter Relationships & Stewardship

- Develop sensitive and thoughtful stewardship approaches for patients and families choosing to support the charity.
- Ensure supporters receive high-quality, consistent communication and relationship management.
- Work with fundraising colleagues to ensure appropriate referral handling and supporter journeys.
- Identify opportunities for wider engagement, including philanthropy, volunteering and storytelling.

Collaborative Working

- Work closely with Brand & Communications teams to deliver print and digital collateral to support philanthropic referrals.
- Partner with clinical and operational teams to ensure all activity aligns with NHS values, governance and patient experience priorities.
- On occasion, support wider fundraising activity including events, presentations and stakeholder engagement where appropriate.
- Share insight and learning from the pilot to inform wider organisational development.

Monitoring, Compliance & Organisational Responsibilities

- Maintain accurate records of engagement, referrals and supporter activity using the Beacon CRM system.
- Ensure compliance with Sheffield Hospitals Policies, GDPR, Fundraising Regulator guidance, safeguarding and NHS policies.
- Handle sensitive and confidential information with professionalism and care.
- Represent Sheffield Hospitals Charity positively in all interactions.
- Undertake any other duties reasonably requested by the Director of Fundraising.

Person Specification

We recognise that no candidate is likely to meet every requirement perfectly. If you have most of the experience listed and feel you could bring the skills and approach needed to succeed in this role, we would strongly encourage you to apply.

Type	Essential	Desired	Assessment Application (A) Interview (I)
Qualifications	A degree qualification at 2:1 level or above (or equivalent experience).		A
Experience	<ul style="list-style-type: none"> • Experience building and managing complex stakeholder relationships across organisational boundaries (e.g. NHS, charity, public sector or similar). • Proven experience delivering or coordinating programmes, partnerships or multi-stakeholder projects. • Experience working with KPIs, performance measures or structured targets, and using data to track progress and improve delivery. • Experience contributing to reporting, evaluation or insight development for internal and/or senior audiences. • Understanding of relationship-based engagement approaches (e.g. fundraising, patient experience, partnership or customer/stakeholder engagement). 	<ul style="list-style-type: none"> • Experience working within NHS, healthcare charity or hospital environments. • AND/OR fundraising, philanthropy or supporter engagement. • Experience supporting evaluation frameworks or producing board-level reporting. • Experience supporting change, pilot programmes or service development initiatives. • Experience engaging with senior clinical or medical stakeholders. 	A/I
Knowledge		<ul style="list-style-type: none"> • Familiarity with safeguarding, GDPR and fundraising compliance in a healthcare context. 	A/I

Type	Essential	Desired	Assessment Application (A) Interview (I)
Skills	<ul style="list-style-type: none"> • Strong written communication skills, with the ability to produce clear reports, briefings and evaluation outputs. • Confident facilitator and presenter, able to deliver workshops, training and stakeholder sessions. • Strong organisational skills with the ability to manage competing priorities in a complex, multi-site environment. • Ability to interpret data and translate it into insight, reporting and performance improvement. • Ability to work independently while contributing effectively to a wider team. • Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint). • Confident using CRM or database systems to record, manage and report activity. 		A/I
Personal Qualities and Other Factors	<ul style="list-style-type: none"> • Relationship-focused, collaborative and confident working with clinical and non-clinical stakeholders. • Comfortable working in a pilot or developing programme environment with evolving processes. • Proactive, adaptable and able to take initiative. • High attention to detail with a structured and methodical approach. • Ability to attend occasional early morning, evening or out-of-hours meetings/events. (TOIL provided). 	<p>A full UK drivers licence, access to a car and willingness to travel regularly across Sheffield Teaching Hospitals sites.</p>	A/I

Why **Join Us**

This is a rare opportunity to help shape and launch a pioneering new programme within Sheffield Hospitals Charity and Sheffield Teaching Hospitals NHS Foundation Trust.

You'll join a supportive and ambitious charity team at an exciting point of growth and innovation, helping create a programme that could significantly strengthen relationships between patients, families, hospital teams and the charity.

This role offers the chance to develop a completely new area of work, build meaningful relationships across the NHS and charity sectors, and contribute directly to improving patient experiences and charitable impact across Sheffield.

Employee **benefits**

We want all our team at Sheffield Hospitals Charity to be passionate, professional, friendly, and inclusive. We care about what we do to support our NHS and the work we do together.

Sheffield Hospitals Charity benefits include:

- 25 days annual leave (plus Bank Holidays)
- 3 days additional leave covering office closure over the Christmas period
- 6% pension contribution
- Westfield Health Cover
- NHS Blue Light Discount Card
- Death in service cover
- Enhanced leave policies (including sickness, maternity, paternity and adoption)
- Hybrid working and TOIL policies
- Excellent training and development opportunities
- Open plan offices at Leah's Yard in the heart of the city



How to apply

Please send a CV and cover letter describing how you meet the job description and person specification to hrshc@shct.nhs.uk

Please keep your CV and cover letter to no more than two pages each.

Closing date: 12 pm, Thursday 11th June

Sheffield Hospitals Charity, in compliance with the Equality Act 2010, will seek to make reasonable adjustments to overcome barriers to employment caused by disability and/or neurodiversity, and encourages applications from these candidates. If you need any reasonable adjustments, please contact Bev Johnson.

We guarantee to offer an interview to those with a disability who meet the minimum criteria.

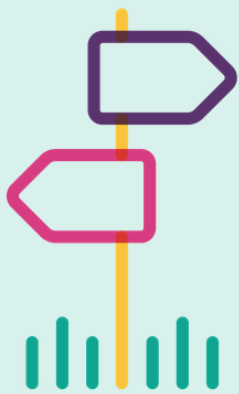
First interviews will take place Friday the 22nd June, Second Interview Wednesday the 1st July.

Before the interview we may provide candidates with a short task related to the role, and you will be asked to speak about this during the interview. This will be followed by a competency-based questions.

If you are unable to attend on the 22nd of June, please clearly state your nearest possible availability in your email.



Where to **find us**



Sheffield Hospitals Charity,
Leah's Yard,
20 Cambridge Street
Sheffield
S1 4HP



www.sheffieldhospitalscharity.org.uk



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