In Memory Officer

Recruitment Pack

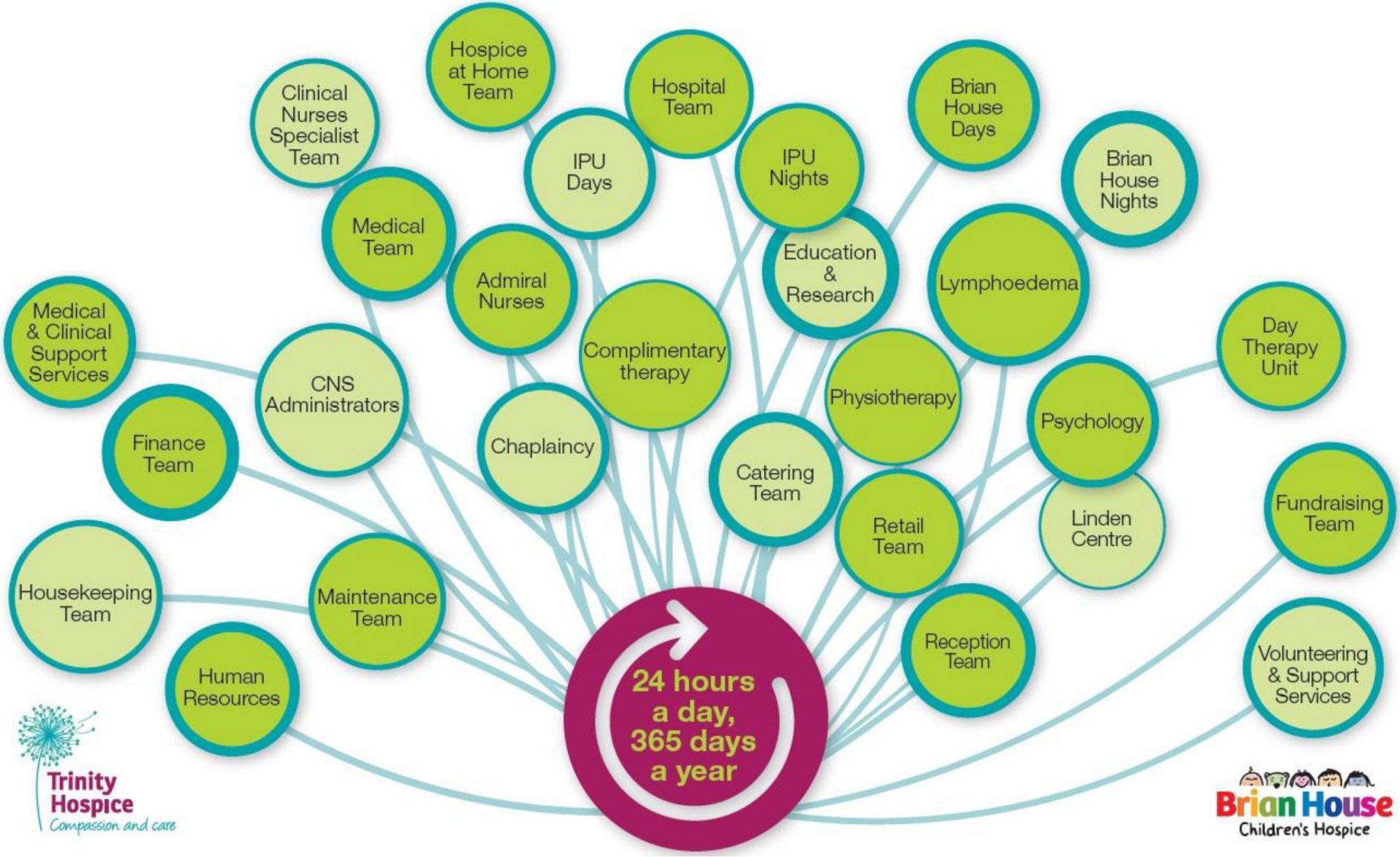
April 2026

A hospice without walls

Trinity Hospice is a registered charity providing **excellence in palliative** care across *Blackpool, Fylde and Wyre*

www.trinityhospice.co.uk
Registered Charity 511009
Low Moor Road, Bispham, Blackpool, FY2 0BG

Trinity Hospice - a hospice without walls



Contents

Welcome	Page 5
About Trinity Hospice	Page 6
Job Description	Page 9
Personal Specification	Page 11
Team Structure	Page 12
Events Programme	Page 13
Income Streams	Page 15
Terms and Conditions	Page 17
Trinity Values	Page 19

“Across our community people work tirelessly to raise vital funds to support our work. Because of their incredible support we are able to be there for all those who need us along the Fylde coast. Our supporters are an extention of our hospice team and are very much appraciated by everyone at Trinity.”

Welcome

Dear Candidate,

Thank you for your interest in our current vacancy for an In Memory Officer to join the Fundraising and Communications Team at Trinity Hospice and Brian House Children's Hospice.

This is a deeply meaningful and important role within the team, offering the opportunity to lead and shape how we support families and loved ones to remember and celebrate those who matter most to them, while helping to raise vital funds for our hospice services.

As In Memory Officer, you will be working with a team of 5 in our dedicated Individual Giving Team, taking the lead in the delivery and ongoing development of our in memory fundraising programme, ensuring a compassionate, thoughtful and consistent experience for bereaved supporters. This includes overseeing our special in memoriam events such as Light up a Life and Memory Meadows, as well as developing new initiatives that help our community connect, remember and give in ways that feel personal and meaningful.

You will play a central role in shaping our bereavement communications journey, creating timely, sensitive and supportive touchpoints throughout the first year of bereavement and beyond. Working closely with our In Memory Co-ordinator, you will ensure that every interaction reflects the care, empathy and respect that underpin everything we do.

This role brings together strategic thinking and hands-on delivery, requiring strong organisational skills, confidence in using data and insight, and the ability to manage multiple projects effectively. Just as importantly, it calls for warmth, emotional intelligence and sound judgement when working in sensitive situations.

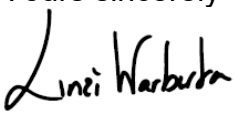
Collaboration is at the heart of this role. You will work closely with colleagues across fundraising, communications and clinical teams, as well as building relationships within the local community, including funeral directors and supporters. Together, we aim to create a seamless and supportive experience for families, while growing a sustainable and impactful in memory giving programme.

We are looking for someone who is not only skilled and motivated, but who is also passionate about making a difference and committed to delivering work with compassion, care and professionalism.

I hope you find this recruitment pack useful in helping you decide whether you are the right person for this role. If you are interested in this rare fundraising opportunity on the Fylde coast and believe you have the skills, experience and qualities we are seeking, I look forward to receiving your application, which will be given careful consideration.

If you are interested in discussing this role further, please contact Berry D'Arcy, Fundraising Consultant, at **berry.darcy@nhs.net**

Yours sincerely



Linzi Warburton
Head of Fundraising

Our services

We touch the lives of around 8,000 people every year, supporting patients and their families physically, emotionally and spiritually.

We have a wide range of services to help people where they're at, based on both the hospice building, but also, and increasingly so, outside the hospice either in the community or in people's own homes.

Our services are tailored to each person's individual needs to improve their quality of life and relieve the stress serious illness brings. Trinity patients come from all backgrounds, all faiths and from all parts of the Fylde coast. We never forget that each of our patients has a unique history and we always see the person, not their illness.

Trinity's Family of Services

- In-patient care from our team of specialist doctors, nurses and healthcare professionals on a 14-bedded unit - 24 hours a day, every day of the year
- Supporting people through our Living Well Service to help patients maintain independence and supporting physical, psychological and spiritual wellbeing
- Extending our care beyond our building with our Community Palliative Care Team, providing care and support at home and in care homes, as well as in hospital with our Hospital Palliative Care Team
- Supporting patients at home with bed-side monitoring through our new Virtual Ward
- Providing hospice care during the night in people's homes through Hospice at Home
- Supporting some of the Fylde coast's most vulnerable children and their families through our dedicated children's hospice, Brian House
- Empowering patients to live well with Dementia through our Admiral Nurse Team
- Specialist treatment and advice through our Lymphoedema clinic
- Counselling and bereavement support through the Linden Centre, supporting patients and those they love through very difficult times

Our business objectives

Enabling compassionate care and support:

we will work with our partners to make sure palliative patients know their choices and receive only the best care from us

Improving our effectiveness:

we will comply with all quality standards while making sure that we continue to reach all who need us using donated funds wisely

Investing in our people:

we will do everything we can to make our staff the most skilled professionals in their areas of work and ensure they know their value to our organisation and in our community

Financing our future:

we will continue our work to grow our income so that we can ensure we are able to care for all who need us on the Fylde coast today and in the future

THE BLACKPOOL TOWER
1042
694
488
938
CHANTELLE
939
KAY
429
428
452

Job Description

In Memory Officer
Job Description

Job Title:	In Memory Officer
Department:	Fundraising & Communications Team
Accountable to:	Individual Giving Manager
Salary:	£28,000 moving to £30,000 after 12 months
Hours of work:	37 hours per week with 0.8 hours considered
Location:	Blackpool, with some opportunity to work from home. We are seeking a minimum of 4 office-based days per week

Job Summary:

Lead the delivery and ongoing development of Trinity's In Memory fundraising activity, ensuring a compassionate and consistent experience for bereaved supporters while delivering sustainable income for Trinity Hospice and Brian House Children's Hospice.

You will plan, deliver and evaluate in memory events, communications and supporter engagement activity, working closely with the In Memory Co-ordinator, who leads on personal stewardship, and collaborating across fundraising and clinical teams. This role requires strong organisation, confident use of data and excellent communication skills, alongside warmth, empathy and sound judgement in emotionally sensitive contexts.

You will work closely with colleagues across the Fundraising and Communication Team and with clinical teams across Trinity Hospice and Brian House Children's Hospice. Where required, you may also support initiatives led by the Individual Giving Manager and Head of Fundraising, which are aimed at building stronger relationships with patients and families.

Key Responsibilities:

- Deliver and develop Trinity's in memory events, including Light up a Life, Memory Meadows and new initiatives, ensuring activity is well planned, well delivered and reviewed.
- Identify and test opportunities to extend our in memory events and engagement in the local community, working within agreed budgets and resources.
- Lead the delivery and ongoing development of the first-year bereavement communications journey (Year of Firsts), creating warm, timely touchpoints and appropriate opportunities for engagement and giving.
- Deliver in memory communications across digital and offline channels, including mail, email, phone and relevant web or microsite content, in line with brand and policy.
- Support the review and delivery of bereavement support resources working with the communication and clinical colleagues to ensure content is supportive information, appropriate and remains current and accessible.
- Support the approach of case studies and supporter contributions, ensuring safe, sensitive moderation, clear boundaries and appropriate safeguarding throughout.
- Plan and manage multiple areas of activity, keeping timelines, risks and dependencies visible and reporting progress with your line manager.
- Manage allocated budgets, including forecasting, cost control, income tracking and delivery against agreed targets.
- Use data and insight to plan, target and evaluate activity; produce reports; interpret results and apply learning to improve performance.
- Research opportunities across the hospice and charity sector to help inform the individual giving programme at Trinity Hospice.
- Work closely with the In Memory Co-ordinator to ensure a seamless experience between personal stewardship and wider programme communications.

- Develop strong links with local funeral directors to both promote the hospice services available to families and maintain a good relationship
- Build constructive working relationships with colleagues and volunteers to ensure activity is appropriate, accurate and supporter-centred.
- To be a champion for in-memory giving across the organisation.
- To keep ahead of latest trends, best practice and learnings across the sector, reviewing competitors' marketing activities and techniques.

This job description is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.

General Responsibilities

- Be a cooperative and supportive member of the Fundraising Team, ensuring your line manager is aware of workload pressures that may affect other members of the team.
- Undertake mandatory training as required by Trinity Hospice & Palliative Care Services and participate in relevant in-service training.
- Maintain strict confidentiality at all times, particularly in relation to patients, staff, donors and volunteers.
- Participate in annual appraisal and personal development reviews and take responsibility for ongoing professional development.
- Manage volunteers within your area of responsibility and maintain effective working relationships, providing regular feedback.
- Ensure compliance with all organisational policies, procedures and new systems or technologies introduced.
- Provide cover for colleagues where required.
- Ensure all activities comply with relevant legislation and best practice.
- Take responsibility for compliance with Health and Safety policies and procedures.

Measures of Performance

- Consistent, high-quality delivery of in memory events, communications and supporter engagement activity.
- Positive feedback and evidence of strong supporter experience from bereaved families.
- Delivery against agreed income and engagement targets, including retention and second-gift conversion where applicable.
- Effective use of data and insight to inform planning and improve outcomes.
- Strong, respectful working relationships with colleagues across fundraising and clinical teams.
- Demonstrated commitment to Trinity's values in day-to-day work.

Key Competencies

- Planning and organisation
- Creativity and innovation
- Time Management
- Communication

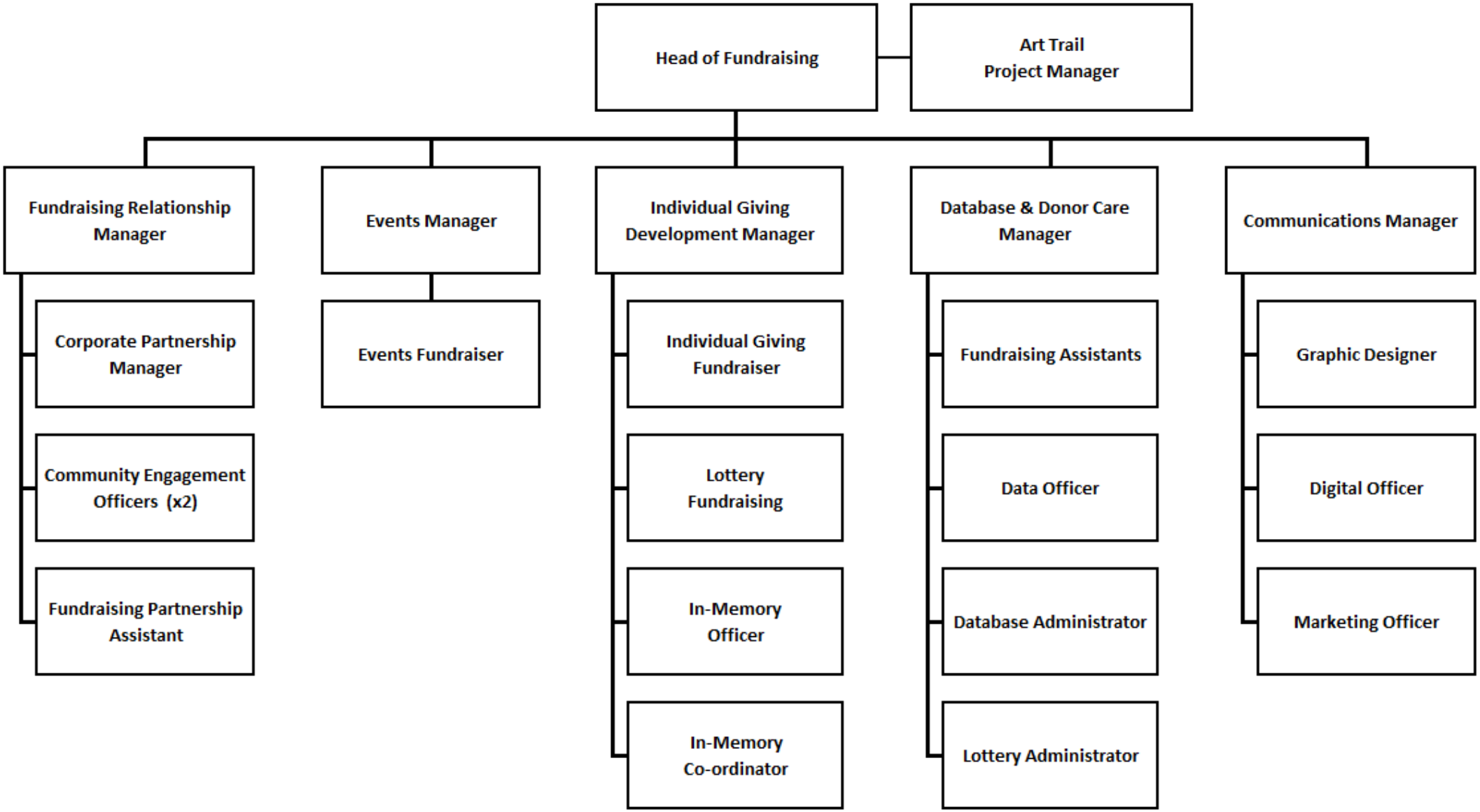
Special Conditions

- Travel regularly within Blackpool, Fylde and Wyre; mileage paid monthly.
- Work flexibly, including evenings and weekends at hospice-led events.
- Hold a full driving licence with access to a vehicle insured for business use.

In Memory Officer
Personal Specification

CRITERIA	E	D	ASSESSMENT
Qualifications			
▪ English and Maths at GCSE grade C or above (or equivalent)	✓		
▪ Fundraising or Marketing qualification		✓	
Experience			
▪ Proven experience, knowledge and understanding of fundraising and marketing and donor care.	✓		
▪ Experience using data insights and analysis to drive strategic decision-making and segmentation	✓		
▪ Experience of developing and implementing new initiatives	✓		
▪ Marketing and promoting a wide range of activities to a range of different target audiences through varied media channels	✓		
▪ Proven ability to balance a demanding working load with multiple ongoing projects and meet tight deadlines	✓		
▪ Proven experience of meeting financial targets and managing expenditure budgets	✓		
▪ Using databases for marketing and promotion activities as well as donor care and financial reporting	✓		
▪ Experience of dealing with the public to raise money and promote activities.		✓	
▪ Knowledge of relevant regulations for data protection, Gift Aid and the fundraising codes of practice.		✓	
Personal Skills and Characteristics			
▪ Excellent communication skills	✓		
▪ Excellent team working skills	✓		
▪ Creative and innovative	✓		
▪ Excellent organisational and time management skills	✓		
▪ Excellent attention to detail and accuracy	✓		
▪ Works well under pressure	✓		
Other			
▪ Full driving licence, with access to own car and appropriate business insurance	✓		
▪ Willingness and ability to work outside of office hours, including weekends.	✓		
▪ Willingness to attend courses and conferences to widen understanding and skills of fundraising and events.	✓		

Team Structure



**** Department structure subject to change to meet the experience of appointed candidate***

Income Streams & Fundraising Activities

Our impact

We cared for more than **3,155** patients and **465** carers/ loved ones across our family of services.

356 patients were admitted to the **In-patient Unit**

WITH AN AVERAGE OF... admissions **30** Per month

HOSPICE AT HOME

saw **1,131** patients

OUR HOSPITAL TEAM

supported **2,102** patients making **6,126** visits by the Hospital Palliative Care Team to inpatients in Blackpool Victoria Hospital

TRINITY HOSPICE'S COMMUNITY **PALLIATIVE TEAM**

supported 1,671 PATIENTS

81 children were given support at **Brian House** with 30 new children referred

Total number of face-to-face Lymphoedema appointments **798**

9,857 VISITS were made to people at home

Of those **patients** known to the community service...

92% died out of hospital

84% died in their preferred place of care

That's much more than the national average

We ran a total of **2,206 Adult One-to-One** Counselling Sessions **and 407 groups**

We ran a total of **243 Child One-to-One** Counselling Sessions

24% of all patients had a **non-cancer** diagnosis

Bereavement Counselling **497**

Butterfly Suite used for **25 days**

852 complementary therapy sessions provided

Terms and Conditions

These terms and conditions of employment are a brief outline of the contract.

Job Title	In Memory Officer
Contract	Permanent
Salary	£28,000 moving to £30,000 after 12 months
Annual Leave	38 days (inclusive of Bank Holidays)
Hours of Duty	37 hours per week with some evenings & weekends required

Sick leave entitlement		
Period of Continuous Service	Months at Full Pay	*Months at Half Pay*
Less than 4 months	1	NIL
Over 4 months and up to 12 months	1	2
During second year	2	2
During third year	4	4
During fourth and fifth year	5	5
After 5 years	6	6

Probationary Period	Three months
Appointment	Subject to satisfactory medical examination, references, enhanced DBS, copy of qualifications where relevant and proof of eligibility to work in the U.K.
Benefits	- Free onsite parking - Subsidised onsite canteen - Time off in lieu - Generous annual leave entitlement - Purchases through salary sacrifice scheme - Access to training and development opportunities - Access to a free confidential employee helpline - Investment in your wellbeing - Eligibility for NHS Blue Light Care
Pension Scheme	NHS Superannuation Scheme where applicable, Group Personal Pension Scheme

Our commitment

- People feel valued, supported and listened to, with open channels for feedback and a leadership culture that promotes psychological safety and compassion.
- People grow and develop throughout their careers, with access to meaningful development opportunities, clear progression and high-quality support.
- People work in an inclusive, safe and flexible environment, where equity is actively championed, wellbeing is prioritised, and flexibility enables balance.
- People are proud to contribute to our shared mission, motivated by purpose and connected to the impact they make on patients, families and the wider community.

"In the 10 years I've been at Trinity, I have been supported to gain my professional qualifications which have then led to internal promotions. At every step, I feel wholly supported in progressing my career at Trinity, placing value not only on the work that I do, but also the potential I can achieve."

"Since starting at Brian House in 2018, my career has developed to meet the changing need of our children and their families. Covid changed a lot for Brian House, restrictions reduced the amount of children we could care for in the hospice and therefore we moved our care into their homes and wider community. As covid restrictions lifted, and we retuned back to in-patient services we noticed the need to continue our community care. Due to this my career has been able to progress and develop and provide our community services."

"Having never worked in the third sector before, I had no expectations of an induction into Trinity. I thought that working in the database team would require me to hit the ground running, which is indeed what has happened. BUT I have been given the tools and support to do this all whilst taking in the role, getting to know the wider organisation and being made to feel inclusive and part of the team from day one. My induction process was comprehensive and fluent as was the recruitment, and I can already see the difference I make daily to this incredible charity."

"I'd been a District Nurse for 20 years before coming to Trinity Hospice. I knew I had the right skills to support our community at the end of life, and to lead our clinical teams to deliver exceptional care to people at the end of life. What I wasn't prepared for was the difference working for a hospice made to me and those around me. At Trinity, we get time to talk; to hold hands and offer our special hug – our Trinity Dust – and make a very sad and difficult time all the more easier for our patients and their loved ones."

Our values

Our values underpin not just what we do, but how we do it! In every part of Trinity our Values speak volumes about the services we provide to patients and their families and about our relationships with supporters, suppliers, members of the public and each other.

We are always:
Caring
Adaptable
Responsible
Excellent
Socially engaged

In other words: Trinity CARES
"Enabling Compassionate Care on the Journey to End of Life"

Caring

We always

- Provide care with skill and compassion that is person and family centred.
- Truly listen in order to provide appropriate, warm-hearted and honest support.
- Place 'caring for patients and those important to them' at the heart of our actions.
- Respect and value individual differences.
- Support colleagues and volunteers at all times.
- Share our knowledge and expertise with others.

Adaptable

We always

- Respond positively and flexibly to challenges.
- Strive to ensure all we do is of high quality and compliant in accordance with changing regulations.
- Work across sectors (voluntary, public, and private) to maximise our impact.
- Develop effective collaborations based on mutual respect and trust.

Responsible

We always

- Clearly communicate expectations so that everyone knows what is required of them.
- Demonstrate a 'can do' attitude and are accountable for our individual actions.
- Investigate complaints carefully and honestly to ensure continuous improvement.
- Share compliments and celebrate successes to learn from good practice.
- Ensure effective teaching and provide exceptional learning opportunities around end-of-life care.
- Maximise our impact by effective team working.

Excellent

We always

- Develop and apply our professional expertise in palliative care.
- Encourage others to share ideas and learning.
- Aspire to provide exceptional professional performance in all roles.
- Promote learning and development for all
- Recruit competent individuals who share Trinity's values.
- Strive for improvement every day - as everyone makes a difference.
- Challenge assumptions and strive for cutting edge solutions.
- Add new knowledge through high quality audit and research.

Socially engaged

We always

- Work with our community to achieve high quality care at the end of life, for all who need it.
- Provide meaningful and satisfying employment and volunteering opportunities.
- Fund services through ethical and transparent fundraising.
- Share Trinity's expertise to benefit the wider hospice and Palliative Care community.
- Speak up for vulnerable individuals, or disadvantaged groups, who need palliative care.
- Endeavour to be environmentally and financially sustainable to benefit future generations.
- Use resources well, to maximise our shared compassionate cause.

Trinity Hospice
Compassion and care

Reaching everyone who needs us

Our five year plan for hospice care on the **Fylde Coast**

Low Moor Road, Bispham, Blackpool FY2 0BG
Tel: 01253 358881 **www.trinityhospice.co.uk**

Registered charity no. 511009