



CANDIDATE PACK FOR DIRECTOR OF MARKETING AND ENGAGEMENT

Tommy's
The pregnancy and baby charity



WELCOME

Thank you for your interest in becoming Director of Marketing and Engagement at Tommy's.

Tommy's is the UK's leading pregnancy and baby research charity, and we've been driving change and saving babies' lives for over 30 years. In that time, we've heard from thousands of people sharing their stories of heartbreak and devastation, supported families at every stage of their pregnancy journey and built a very special community of support.

But right now, half of adults in the UK have experienced pregnancy loss or know someone who has. That's devastating and simply not good enough. We are working tirelessly to break the silence surrounding pregnancy and baby loss so that more people can bring their babies home.

Now is an incredibly exciting time to be joining Tommy's. We are looking for someone passionate about our cause who can bring their expertise in audience engagement to take our marketing and public fundraising to the next level.

Our bold ambition is to stop the heartbreak and devastation of baby loss and make pregnancy and birth safe – for everyone. Whoever you are or wherever you live, everyone should be able to have a healthy pregnancy and bring their baby home. Sadly, this isn't currently the case. It is unacceptable that Black women, people from other minoritised ethnic groups and those living in poverty are at a higher risk of miscarriage or stillbirth. We are driving change so fewer babies die during pregnancy and birth and fewer people experience pregnancy complications. To achieve this, our strategy is to grow evidence, improve care, tackle inequities and mobilise for change.

This is a crucial new role in our senior leadership team bringing together our marketing, communications, digital and public fundraising functions – to inspire our supporters to grow income and deliver change. We are looking for a strategic organisational leader who, alongside their functional responsibilities, will play an integral role in leading the organisation through its next chapter.

This is a varied and exciting role, one day you'll be developing our brand and marketing strategy and next you'll be cheering our fundraisers across the finishing line at one of our events. You'll be leading a talented and committed multi-disciplinary team and play a key role in the success of the organisation.

We are looking for an inclusive and inspiring leader, who can bring out the best in a team and who is passionate about inspiring people to support our cause - so that more people can bring their babies home. If this sounds like you, we'd love to hear from you.

Best wishes,

Kath Abrahams
Chief Executive



ABOUT US

We're Tommy's, the charity making pregnancy safer through research, information and support.

Bringing together a network of expert researchers, healthcare professionals and passionate supporters, Tommy's is a community dedicated to making pregnancy safer and helping more families bring a healthy baby home. Together, we're finding ways to stop miscarriage, stillbirth and premature birth by translating our research into breakthroughs which change the lives of women, birthing people and their families.

OUR VISION

To stop the heartbreak and devastation of baby loss and make pregnancy and birth safe – for everyone.

OUR MISSION

We lead research and transform care. We provide expert information and support throughout the pregnancy journey. Working with communities and partners we challenge inequities and campaign for change to make pregnancy and birth safer for all. Together, we save babies' lives.

To achieve our mission, we're driving change through:

- Our world-leading research which is growing evidence, finding new tests and treatments and improving maternity care for all
- Our specialist NHS clinics for those who need additional care and support
- Our evidence-based pregnancy information, baby loss resources and team of Tommy's midwives to provide support for everyone, throughout their pregnancy journey
- Our public campaigns and policy work, seeking to mobilise for change and raise awareness of the scale of the issue to bring about much-needed improvements – and consistency – in care nationwide
- Our partnerships with communities and experts to tackle inequities and reduce health disparities for those most at risk of pregnancy complications and loss

This is only possible thanks to our supporters and partners who help us to achieve more impact.

OUR VALUES

WE ARE EVIDENCE-DRIVEN:

We find and follow evidence, and it guides us in achieving the greatest impact.

WE ARE INCLUSIVE:

We put tackling inequities at the heart of everything we do and treat everyone with empathy, consideration and care.

WE ARE COLLABORATIVE:

We know we're stronger when we work together and build lasting relationships with communities and partners.

WE ARE COURAGEOUS:

We are bold and unafraid to challenge established systems and thinking.

WHY WE EXIST

Half of UK adults are affected by pregnancy loss. That's devastating and just not good enough and there's so much we can do to change it. It's not just 'one of those things'. It's not inevitable. It's a problem we will solve together. It's a complex problem, but our research is finding the answers. And it will take everyone working together to stop pregnancy complications and save babies' lives.

We are here to drive that change. As an organisation, we work across the whole issue of pregnancy – translating our research breakthroughs into improvements in clinical care, changing national policy, providing information and support. We are change-makers.

Each year, there are:

c.
200,000
miscarriages

1,900
neonatal
deaths

2,866
stillborn
babies

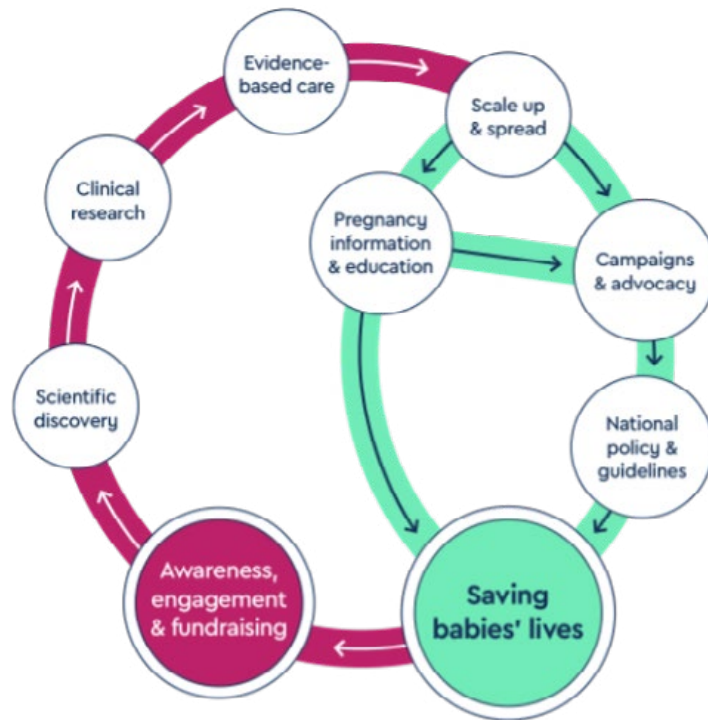
53,000
babies born
prematurely

We're here to change that.



HOW WE MAKE CHANGE FOR EVERYONE

While we have a clear purpose as an organisation, there are many different ways we go about achieving it.



We do this by:

- Leading ground-breaking research to identify the causes of pregnancy complications and baby loss
- Translating research breakthroughs into improvements in clinical care by bringing together researchers, healthcare professionals and communities into the same conversations.
- Using the evidence we build to campaign and advocate for change, transforming the way front-line care and support are delivered.
- Turning research and evidence into clear, reliable and accessible information to support people to make informed decisions before and throughout their pregnancy journey.
- Educating and influencing the public to break down taboos and make sure the impact of pregnancy complications and baby loss are understood.
- And at every step, challenging inequities in collaboration with partners and communities, listening to those with lived experience.

This change is only possible as a result of the funds we raise, the further investments they generate and the many partners we work alongside.

You can find out more about how we work in our [strategy](#).

OUR IMPACT

In 2023 - 2024:

- 12 million people accessed our pregnancy information and baby loss support
- 440,000 people joined us for Baby Loss Awareness Week
- 5,375 families cared for in our clinics
- Over 100 research papers published
- More 1,200 families took part in a clinical trial
- 44,364 people took part in fundraising activity for Tommy's
- £11.6 million raised

You can read more about our impact in 2023/24 [here](#).

EQUITY AND DIVERSITY

At Tommy's, we know how important it is to recognise and value differences in our team. That's how we can build a passionate, effective workforce who are all driving together to meet our vision to stop the heartbreak and devastation of baby loss and make pregnancy safe - for everyone.

We are committed to making our charity a place where everyone is treated fairly, has the same opportunities, is supported to achieve their very best and feels welcome, included and part of the Tommy's team.

We strive to make Tommy's a place whose work and culture reflect the families that we work with, our supporters and the baby loss community as a whole.

We are focused on creating an inclusive culture where people feel valued, involved and appreciated, with a sense of belonging regardless of their differences. We aspire to achieve this by learning from peoples' lived experience, listening to their views, and reviewing processes, training and policies to ensure they align with our goal of being an inclusive employer.

OUR RESEARCH CENTRES

We're the leading charity funder of pregnancy research in the UK. Through our innovative approach we fund discovery science through to clinical research and implementation science, collaborating with world-leading experts along the way. Our four research centres are making the breakthroughs which lead to changes in care to save and improve lives.

TOMMY'S MATERNAL & FETAL HEALTH RESEARCH CENTRE IN MANCHESTER

Tommy's research centre in [Saint Mary's Hospital](#) opened in 2001. Our researchers here carry out pioneering work on [stillbirth](#), [the placenta](#), and [fetal growth restriction](#).

The team's ground-breaking research is translated into practice at 7 specialist research clinics.

[Read more about Tommy's Manchester Research Centre and clinics](#)

TOMMY'S NATIONAL CENTRE FOR MATERNITY IMPROVEMENT

Supported by the [Royal College of Obstetricians and Gynaecologists](#) and the [Royal College of Midwives](#), the Tommy's National Centre for Maternity Improvement is working to close the gap between best clinical science and best care.

The centre, which opened in September 2019, is working to create a clinical decision tool which will support UK targets to reduce [stillbirth](#) and [preterm birth](#), working with the NHS to reduce variations in maternity care and personalise care for women.

[Read more about Tommy's National Centre for Maternity Improvement](#)

TOMMY'S NATIONAL CENTRE FOR PRETERM BIRTH RESEARCH

We've opened the [Tommy's National Centre for Preterm Birth Research](#) dedicated to finding the causes and treatments which save babies' lives. This will deliver the step-change we need to reduce the number of babies born too soon in the UK and give a new generation a better start in life.

TOMMY'S NATIONAL CENTRE FOR MISCARRIAGE RESEARCH

Tommy's National Centre for Miscarriage Research is the largest of its kind in Europe. A collaboration between three top research universities, the centre opened in April 2016. Here, our researchers focus on gaining a deeper understanding of why [miscarriage](#) happens and how it can be prevented.

At the centre's specialist research clinics, 24,000 women a year access treatment, support, and have the opportunity to [participate in pioneering research trials](#).

[Read more about Tommy's National Centre for Miscarriage Research.](#)

ROLE PROFILE

The Director of Marketing and Engagement is accountable for strategy setting, delivery and success of our marketing, digital, public fundraising and communications activity and contributing to the cross-organisational strategy development and decision making as a member of the Senior Leadership Team (SLT).

KEY CONTACTS

Internal

- Chief Executive
- Chief Operating Officer (COO)
- Director of Research, Programmes & Impact (RPI)
- Director of Philanthropy and Partnerships
- Director of Landmark Events
- Marketing and Engagement Directorate members
- Philanthropy and Partnerships Team

External

- Trustees
- Partners and agencies – including Mindshare UK
- Beneficiaries and supporters

KEY RESPONSIBILITIES

Strategy

- Drive a strategic approach to marketing and communications that increases awareness, familiarity, support and income among Tommy's target audiences
- Lead the development and delivery of the organisation's marketing strategy
- Drive forward a strategic approach to Tommy's digital eco-system to ensure that digital products, innovations and content further the organisation's goals. Collaborating with the COO on digital infrastructure needs
- Contribute to cross-organisational strategy development and decision making as a member of the Senior Leadership Team
- Oversee the development and delivery of the marketing team's annual work plan and negotiate with other teams around Tommy's over access to marketing resource
- Identify new marketing opportunities and innovations within and outside the sector
- Liaise at all levels of the organisation for marketing strategy, expertise and support
- Lead the directorate to consider an inclusive approach to marketing and extend Tommy's reach to new audiences
- Work in partnership with the Director of Philanthropy and Partnership and Director of London Landmarks to drive income growth across the organisation

Communications

- Oversee the management of Tommy's reputation and crisis mitigation
- Lead the team to deliver powerful public mobilisation campaigns to grow and deepen Tommy's supporter base
- Provide strategic communications leadership at SLT and board level
- Enhance the organisation's reputation through effective external communications activity, and manage any issues that may impact Tommy's reputation

Brand

- Hold overall responsibility for the Tommy's brand and brand growth strategy
- Ensure that Tommy's brand is inclusive to all potential supporters

Digital innovation, products and platforms

- Lead a review of Tommy's digital maturity and develop a digital strategy to enable Tommy's to maximise impact and income
- Lead digital innovation across the organisation, working with the COO to ensure the digital infrastructure is in place to meet needs

Public fundraising

- Lead the public fundraising teams to drive best in sector approaches to public fundraising, across individual giving, events and community fundraising
- Ensure effective engagement and stewardships of all existing and potential supporters – championing an audience led approach
- Hold overall accountability for Tommy's public fundraising portfolio and its income growth
- Integrate Team Tommy's for London Landmarks Half Marathon into our overall public fundraising offer to maximise impact and income for Tommy's

Financial & governance

- Set directorate budgets and oversee financial planning, ensuring robust pipeline management and budgetary oversight
- Ensure best practice in supporter stewardship, governance and compliance with fundraising regulations

Leadership & Management

- Inspire, lead and manage a team of staff, fostering a culture of innovation and excellence
- Model leadership behaviours and live our values as a role model for other colleagues

Management of the charity

- As a Director of the charity, contribute fully as a member of the Senior Leadership Team to drive strategic change and build an organisation that is fit for the future
- Mutually accountable for overall performance of the charity
- Play a lead role on specific cross-organisational work programmes



PERSON SPECIFICATION

EXPERIENCE

- Managing multiple complex projects
- Experience of engaging public audiences to drive income through sales, actions, or products
- Director level experience of leading and managing large, multidisciplinary teams
- Experience of building and managing partnerships
- Experience of performance management
- Managing external communications and reputation management
- Experience of developing digital strategies to support organisational goals

QUALITIES, SKILLS & KNOWLEDGE

Required

- Expert knowledge of marketing functions, best practice and key trends, from across the charity sector and beyond
- Excellent communicator
- Ideation – creative thinker
- Excellent people leadership and management skills
- Project management
- Influencing skills, must be able to collaborate with 12 most senior stakeholders, including Chief Executive and Trustees
- Autonomous working, must be able to take ownership and accountability for delivery
- Great relationship builder and collaborator, must be able to build trust and credibility with partners and within the organisation
- Management of departmental budgets

Desirable

- Understanding of organisational digital maturity and digital strategy
- Knowledge of best practice in public fundraising
- Understanding of inclusive marketing practices and equitable approaches to communications

QUALIFICATIONS

A professional qualification in marketing, communications or management is desirable but not required



TERMS OF APPOINTMENT

SALARY

The salary for this role is c.£80,000 per annum on a full-time permanent basis.

LOCATION

Tommy's employees are required to be in our London office a minimum of 2 days per week and are provided with a laptop to facilitate this.

PENSION

You'll be enrolled in the first month of you starting: stay in the scheme if you wish or opt out if you prefer. Contribution rate is 4% employer and 4% employee.

ANNUAL LEAVE

- 25 days paid holiday, increasing by 1 day (after two years of service), up to 30 days after you have been with us for 5 years. Paid bank and public holidays on top.
- Buy up to 5 extra days of holiday and spread the cost over the whole calendar year if you want. No qualifying period – you can start this from Day 1.



ADDITIONAL BENEFITS

- Life Insurance - should someone pass away during their time at Tommy's we will provide a cash pay out of 4 times salary to their family or nominated person.
- Wellbeing - we provide access to a comprehensive Employee Assistance Programme which includes mental health support, medical and dental support as well as specialist bereavement counselling and access to expert probate advice.
- 6 'flex' hours to use each month to suit your lifestyle. Come in late, leave early or extend the weekend to suit your lifestyle – just make up the working hours within the fortnight.
- No long-hours culture. We work hard within our contractual hours, but we strongly discourage late working. We value the quality and efficiency of your work – not the length of time you put in.
- Have a proper lunch break! We insist our people have their lunch away from their desks, so you should always get a proper break. No one should work through their lunch at Tommy's.
- And 'health breaks' – have a long lunch (2 hours), and just make up the time on the day. No special arrangements to make.
- Recognition of private time and space for prayer/religious observation - just speak to your manager.
- 2 weeks' fully paid Sabbatical after 5 years' completed service.
- Social committee - breakfast club, book club, karaoke, cinema, or just a good meal out: all suggestions are welcome, and everyone is invited to join in.
- Be part of some of the greatest mass-sporting events in the UK – our wonderful supporters run in the London Marathon and take part in Tommy's ground-breaking London Landmarks Half-Marathon, as well as many other community events across the country. As a Tommy's colleague you'll get to join in the fun and make sure our supporters have the best possible experience – and of course get Time Off in Lieu (TOIL) for the time you put in.
- Keep your work and home life separate. We like our colleagues to enjoy their personal life as well as their working life. No-one is expected to address work matters outside of working hours unless it's a pre-arranged event.
- Season-ticket loan scheme – or use the loan to buy a bike. Spread the cost of your purchase with an interest-free loan from Tommy's, after your probationary period is completed.
- Free eye tests. Get your sight tested and Tommy's will refund the cost of the test. And there's a £50 contribution from Tommy's if you are prescribed glasses - even if they are not for computer use.
- Home working allowance. Claim up to £50 per year on any home working equipment you may need.
- Company sick pay. We have a great attendance rate at Tommy's, but if you are sick in any rolling 12-month period you can qualify for up to 20 days' full pay. If you are sick within your probation period, you are entitled to 50% of this allowance.
- Compassionate leave. Unfortunately, you may experience personal difficulties, such as a bereavement which may affect your work. As a result, we offer 5 days of paid compassionate leave (pro-rata for part time employees) to assist employees during this period.
- Parental Bereavement leave. The pain of losing a child is incomparable, and in the unfortunate circumstance this should happen, we offer up to two weeks paid leave to support our employees during this painful time.
- Enhanced maternity & parental leave pay. No surprise here, babies are close to our hearts! We are mindful of the financial impact that may come with having a new bundle of joy, and as a result offer both enhanced paternity and maternity pay.
- Training. We offer a number of different training programmes to assist with your personal development, such as structured training for line managers and other role specific training - to be agreed with your line manager.

HOW TO APPLY

We hope you will consider making an application. If having read through this pack you have questions about the appointment, please contact Erin Fuller, erin.fuller@starfishsearch.com and we will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/tommys-dir-mar-eng/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date:	Friday 9th May 2025
Preliminary interviews:	w/c 26th May 2025
Interviews with Tommy's:	w/c 9th June 2025 and w/c 16th June 2025

