

Ambassador Information Pack

rhfambassadors@royalmail.com

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Executive Summary

The Rowland Hill Fund (RHF) ambition is to recruit Royal Mail Ambassadors to promote the work of the Fund, support fundraising and attract other Ambassadors. In return, the RHF will induct, train and support the Ambassador network.

About the Rowland Hill Fund

A unique in-house charity since 1882, supporting Royal Mail Group and Post Office colleagues, pensioners and their families in times of financial need. We are here to 'help our own'. All our services are provided through the Feeling First Class Support service provided by Health Employee Assist (HEA)

Role of the Ambassador

We are seeking enthusiastic, confident employees to use local communication channels to direct those in need to the specialist help available via the Feeling First Class Support service. In addition Ambassadors will organise fundraising events, or encourage and inspire others to do so.

Our Promise

To be available to assist our Ambassadors with specialist advice, guidance and support to ensure we uphold the values of the Fund. To listen and learn from what they tell us and to recognise their work and achievements.

We can't do it alone

We will ensure that we have appropriate Royal Mail business sign-off for all activity involving Ambassadors.

Welcome

Welcome and thank you for your interest in becoming an Ambassador for the Rowland Hill Fund.

The Rowland Hill Fund helps Royal Mail and Post Office staff, pensioners and their families when they fall on hard times financially.

The Fund is looking for outgoing and enthusiastic people around the UK and Northern Ireland to become our Ambassadors.

We need your help to increase awareness about our work and to help raise funds and by giving your time to us you can highlight the help available to those in need.

Our ambassadors are influential supporters in raising awareness and profile of the Fund. They will use their professional skills to assist in an awareness campaign and highlight the unique support RHF can offer.

Ambassadors will champion the cause and challenge opinions and perspectives whilst demonstrating loyalty and commitment to the charity's vision and values.

Mary Jeffery
Fund Manager

About RHF

The Rowland Hill Fund is a registered charity established in 1882 to help employees and pensioners of Royal Mail and Post Office, and their immediate families, with financial and practical support, distributing grants of half a million pounds to individuals and families a year.

The Fund is arguably the most valuable service that Royal Mail can offer to their people who are in need of help and support – our sole focus is on helping people who have fallen on hard times. Our unique selling point is “we help our own”.

The Fund works with Feeling First Class Support, the confidential Royal Mail Group helpline, who provide a wide range of skills, expertise and resources. It is not always about money - sometimes just a friendly voice at the end of a phone suffices to help manage issues before they become problems. We help people of all ages, from different backgrounds, in difficult circumstances, and we are non-judgemental in our outlook. We want and are able to remove the stigma and reluctance attached to applying for help, especially for money.

The main reasons people ask for help are related to long term sickness, an unexpected happening in the family and disability. However, problems are changing as the issues in society change.

Grants given to applicants vary widely and include the following:

- rent, mortgage and utility bill arrears
- disability aids
- home modifications
- hospital travelling expenses
- funeral expenses
- white goods
- heating/boiler repairs
- essential household decorating or repairs
- monthly grants to assist with the cost of daily living or residential or nursing care

Our Vision

- RHF will be recognised as the primary in-house charity for supporting staff, pensioners and their dependants.
- RHF will be recognised for improving the wellbeing and quality of life of staff and pensioners.
- RHF will deliver efficient, effective and innovative services that are needed now and in the future.

Our Values

- We help our own.
- We are committed to providing high quality services and embracing change through continuous improvement and development.
- We will operate with integrity, demonstrating honesty and fairness in every action that we take.
- We will respect the principle of confidentiality, information is not made available to any external source without prior consent, unless the law requires or a resolution of the Board requires disclosure.
- We will demonstrate and apply the appropriate skills required to support each person and each case.

Our Promise

- To ensure that Ambassadors are adequately prepared, trained and informed prior to any activity.
- To ensure the RHF team is available to assist with questions and advise
- To celebrate success and recognise loyalty and dedication and support their CV and career development.
- To respect Ambassadors, listen and learn from what they have to say, consistently encouraging two-way communication.
- To ensure that appropriate and relevant expenses are met from the Fund
- To foster a friendly and supportive atmosphere and seek feedback to improve the role the ambassadors.
- To ensure the health, safety and welfare of all RHF Ambassadors whilst undertaking their activities
- To review the role on an annual basis to ensure the vision and values are met.

Ambassador Role Description

Purpose of the role

Ambassadors are a key part of the team representing RHF in their local offices, talking effectively and confidently about the work of the Fund and how it can help people. Ambassadors are encouraged to recruit other interested people to support awareness and fundraising.

Main tasks / activities

- Refer individuals to specialist help and avoid giving personal advice
- Refer individuals to the Feeling First Class Support helpline.
- Refer individuals to their Manager or Union rep for support.
- Use local office communication channels to share the work of the Fund, for example WTLL (Work Time Listening & Learning), Daily Huddles and WCM (World Class Mail) activities.
- Fundraise by organising your own events or by inspiring others to do so
- Attend and support Ambassador events organised by RHF

Qualities and Skills

- Passionate about the RHF and 'helping our own'
- Good communicator, enthusiastic and confident
- Proactive in contacting managers, staff, event organisers and fundraising teams
- Ambassadors will understand and respect the confidentiality of the work we do

Training & Support

- All Ambassadors will attend an RHF Induction/Training event.
- The Fund Manager and RHF staff will be available for assistance as and when required. There will also be a local nominated contact within your part of the Business.
- Ambassadors are able to claim reasonable out of pocket expenses in line with our expenses policy.

Time Commitment

The time commitment required is variable and flexible.

Our expectations of you as an Ambassador

- To maintain and uphold the good name and reputation of RHF including any use of its name and logo
- To co-operate with the RHF team, to listen and learn from what they have to say to ensure the aims of the charity are achieved
- To undertake only activities that have been asked of you or cleared by the RHF team
- To seek advice, support and guidance when you are unsure or need an expert opinion
- Always conduct any Ambassador activities on Royal Mail premises
- To aim for high standards of efficiency, reliability and quality of all aspects of your contribution
- To support RHF's Equal Opportunities and Diversity Policy and help promote the diversity of its members and supporters
- To accept that the ultimate responsibility for the affairs of RHF rest with the Fund Manager and Board of Trustees
- To work within the law; Ambassadors should seek advice, where appropriate, from a member of staff on issues of legality
- To respect the need for confidentiality whenever you have access to restricted charity information

To take reasonable care of your own health and safety whilst undertaking your work as an Ambassador and that of others you may be working with.

Contacts

Rowland Hill Fund

Mary Jeffery: mary.jeffery@royalmail.com; 020 7239 2043

Shan Lawrence: shan.lawrence@royalmail.com ; 020 7239 2271

North Region

Tamsin Stephenson: Tamsin.stephenson@royalmail.com ; 07436 534901

Those we have helped

Natalie Walker was delighted with the results of treatment given to her son Callum thanks to a grant from the Fund.

Callum needed a special helmet to correct a distortion of his skull, Plagiocephaly, when he was 6 months old at a cost of £2K. Cullum's mum is in no doubt that without the grant for the treatment he would still have the problem.

Callum is in nursery now and doing very well, despite the on-going Hirschprung's disease he suffers from. He spends a couple of days every month in hospital to deal with his health issues, but he is a lovely, happy boy and hardly ever lets things get him down.



Postman Karl Zalman works at Jubilee Mail Centre and received help from the Rowland Hill Fund after cancer spread to his liver.

Karl has worked for Royal Mail for 27 years and when he was first diagnosed with cancer he had to have time off work and money became tight with children to support and travel backwards and forwards to the hospital for treatment.

Then they found it had spread to his liver and everything has been a struggle for him. Karl had taken out a bank loan and hoped that he would be able to catch up with financial commitments. However, going back onto sick pay made that impossible. We helped Karl get back on his feet by paying of £582 in Council Tax Arrears and £900 in white goods for his new home.



The fund came to the aid of Newcastle postman Joseph Davison as both he and his wife battle cancer. Joseph has been treated for several years for cancer in both his lower lip and tongue. Then his wife Dawn was diagnosed with pancreatic cancer, which needed daily treatment and they had to travel to the hospital, which ended up costing quite a lot of money.

With regular hospital visits, Joseph and Dawn were finding it hard to manage financially and he applied to the Fund for a grant. Joseph found everyone very helpful and the £500 grant made such a difference. Joseph is now back at work and is close to home so that he is near to hand if Dawn needs help suddenly.



Mark, 33, was diagnosed with a brain tumour in 2010. He suffered a seizure at work and was taken to hospital; it was two months before the brain tumour was diagnosed. Mark had surgery to remove the tumour and was off work for approximately 9 months and regrettably in January 2012 he had to have further surgery on the tumour. Mark said that initial indications are that he is making a good recovery.

Mark returned to work in the latter part of 2012 and is now back on a duty he feels able to do. Two periods of long term sick absence have caused him financial difficulty. Mark has endeavoured to keep in contact with his mortgage provider, he recently failed to meet the agreed payment to reduce his arrears and he has been threatened with repossession proceedings if he does not clear/reduce the arrears owed. A grant of £2,500 has reduced significantly the arrears and Mark is very grateful for the help received.

