

JOB DESCRIPTION & PERSON SPECIFICATION

ROLE DETAILS

POST TITLE:	Government Partnerships Manager
RESPONSIBLE TO:	Director of Business Innovation & Partnerships
HOURS:	37.5 hours per week
TERM OF POST:	Permanent
SALARY:	Competitive

ABOUT CAUDWELL CHILDREN

Established in 2000, Caudwell Children is a national charity which works to transform the lives of disabled children and their families, enabling them to challenge the barriers they face throughout childhood by providing practical and emotional support.

The Charity is going through an exciting period of growth having recently opened a new state-of-the-art facility for multi-disciplinary therapy programmes for childhood disability and research of neurodevelopmental conditions, including autism, within the grounds of Keele University.

It provides a state-of-the-art base for the Charity's therapies and an environment where ground-breaking research can be undertaken, potentially changing the way some disabilities are treated, affecting millions of people around the world. This is a fantastic and exciting opportunity to join a dynamic and fast moving Charity at a time when it will attract national and international attention.

The services of Caudwell Children enrich the lives of our children and families through the delivery of high quality person centred care and support services that promote independence and achieve valued outcomes. We seek to create a safe, homely and supportive environment that enhances the lives of children with autism and associated conditions.

POST OUTLINE

This is a permanent post supporting responsible for the development of our income streams to enable growth. We need partnerships to deliver incredible change on the ground, where we can have greatest impact in supporting all children with disability and their families.

Partnerships to help us better understand the problems and to find the solutions to tackle obstacles at key transition points in a child's life. Partnerships to raise our voice, raise our profile and increase our relevance and presence within educational, health & social care and corporate professions and environments. Partnerships which help us grow scalable and sustainable support for our mission. Partnerships to raise awareness - that we should 'See the child, not the disability', and partnerships which create 'Time to Shine' opportunities for children focusing on their ability not their disability.

DUTIES & RESPONSIBILITIES

Main Duties:

- Build and develop strong partnership relations to deliver the core services of the Charity and maximise donations through new and existing supporters in Corporate, SME, Government and NHS Sectors.
- Using a leadership approach, exemplified by innovation and creativity, to passionately seek and drive new opportunities.
- Work with staff across the charity as well as other stakeholders, volunteers and external contacts in delivering our strategic objectives.
- Identify, secure and grow these partnerships within the remit of the Partnerships Team.
- Build new sustainable income generation.
- Effectively account manage relationships to maximise partner investment and support for the Charity.
- Develop and implement a national approach to increasing multi-year income and the numbers of partnerships within your respective sector.
- Oversee and lead on the completion of tenders or high level proposals and pitches with the support of the Lead Generation team to internal and external stakeholders.
- Maintain an awareness of trends, news, events and legislation in the UK relevant to your sector.
- Identify and take up opportunities to influence partner priorities, through proactive relationship cultivation and internal and external peer to peer introductions.
- Manage a programme of regular liaison with public and private funders through meetings and briefings in order to provide Caudwell Children with intelligence leading to new income and partnership opportunities.
- Be an ambassador, spokesperson and representative of the Charity at all times as required and at events and in the media.
- Ensure relationships are appropriately recognised, looked after and stewarded and accurate records kept to maintain and grow Caudwell Children's supporter database (Raiser's Edge).
- Manage and oversee income budgets providing reports on income and expenditure, risk and return and financial projections to exceed existing pipeline targets.
- Ensure sustainability through diversifying income streams.

- Mentor, lead and support new team members with their development either in a line management or peer support capacity.
- Support volunteers who assist with networking and partnership building including those on advisory boards and development committees who support income generation.
- Ensure all funding bids are authorised by the Director of Business Innovation and Partnerships and/or other relevant Executive Team members within Caudwell Children.
- Liaise with Finance, Marketing and Communications Teams ensuring that proposals/tenders are affordable, practical and achievable to deliver.
- Work closely with the Associate Director of Partnerships and relevant leads in service delivery to develop new projects that transcend organisational pathways whilst supporting the core purpose of the charity.
- Support the Marketing and Communications Team to develop sector-specific communications strategy in order to advance visibility and reputation of Caudwell Children across the UK through the delivery of positive media coverage.

Customer Care/Quality Assurance:

- Communicate with children, families and all stakeholders in a way that respects their views, autonomy and culture.
- Uphold the principles and practice of customer care and continuous improvement.
- At all times to afford service users, colleagues and stakeholders the dignity and respect to which they are entitled with full regard to the organisations Equality and Diversity Policy.
- Ensure that customers/stakeholders are enabled to comment and complain about any of the services they receive, ensuring all comments and complaints are dealt with promptly and in accordance with organisational policy and procedures.
- Confidentiality and data protection regarding all personal information and Caudwell Children activities must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the General Data Protection Regulations 2018.
- Contribute and co-operate fully with any regulatory or organisational inspections/audits.

Health & Safety:

In addition to the organisations overall responsibility for your health and safety, you have a personal responsibility for your own health and safety. As such you are required to:

- Have an awareness of relevant health and safety regulations and legislation.
- Be responsible for your own health and safety and that of anyone else whom your acts and omissions may affect and maintain a professional and hygienic personal appearance at all times.
- Inform your line manager and facilities of any safety issues you identify that could affect you or others in the workplace.
- Co-operate fully with management and colleagues at all times in achieving safer working practices.
- Use equipment when necessary and as instructed (as appropriate to your role), which will include checking the equipment is safe to use, prior to its use, reporting any defects immediately to your line manager/facilities.
- Be responsible for the implementation and adherence to organisational health and safety policies and procedures for areas within your remit.
- Ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.
- Report any concerns of potential abuse of a service user in line with the organisations Safeguarding Policy and procedures.

Resource Management:

- Ensure maintenance and security of physical, financial and information resources, where applicable.
- Effectively maximise all resources available in the course of your duties, minimising waste and working within budgets.
- Ensure that all resources and utilities are used prudently and that any waste is minimised. Manage, monitor and maintain budgets agreed by management.
- Ensure stock levels of equipment are maintained and checked regularly, as appropriate to your role.
- Where appropriate, participate in the recruitment, induction and retention of team members as appropriate to your role.

General:

- If applicable, ensure compliance with professional standards in relation to your relevant professional governing body (RCOT, RCSLT, NMC, BPS, CIPD, CIMA, ACCA, AAT, CIM, etc.) or equivalent.
- Adhere to your professional body's regulations, ensuring registration is maintained at all times, where applicable.
- Demonstrate commitment to ongoing personal and professional development, maintaining professional portfolio's and training profiles.
- Keep up to date and integrate any relevant new initiatives, regulations and legislation as appropriate to your role.

- Where appropriate, develop and maintain links with other professionals in the same specialist field of work.
- Keep comprehensive and accurate records in relation to your role and in accordance with organisational policies and procedures as well as local, professional and national guidelines.
- Attend training as appropriate to the role, applying knowledge gained to the workplace.
- Engage in Support and Supervision sessions, where appropriate, to reflect on practice enhancing communication and quality of service.
- To work effectively and collaboratively as a member of the team, building and maintaining good working relationships with all colleagues, stakeholders and professionals from external agencies.
- Collation and analysis of complex information derived from multiple sources to create robust service monitoring and achievable action plans that deliver results.
- Creation of comprehensive and robust information monitoring that is shared at all levels of the Charity and allows clarity and understanding of performance. Understanding what information is important to all other functions, including the CEO, and leading on how this is best delivered. Understanding how performance might affect delivery in other parts of the Charity and working closely to provide it.
- Ensure compliance with statutory and non-statutory bodies, including CQC, ISO 9001 and the Health & Safety Executive.
- Adhere to all Caudwell Children policies and procedures.
- Demonstrate commitment to Caudwell Children's mission, vision and values.
- On occasion and when necessary work flexible hours to meet the needs of the business.
- Willingness to travel in order to meet the needs of the post.

This Job Description indicates only the main duties and responsibilities of the post and is not intended as an exhaustive list. The post holder may be asked to carry out other duties from time to time. The Charity reserves the right to amend this Job Description from time to time, according to business needs.

PERSON SPECIFICATION

Essential Criteria

- High level negotiator with the ability to follow through and close complex deals
- Passionate about delivering excellence
- Creative problem-solving approach and leading new initiatives from creation to completion
- Credible and authoritative in presentation and negotiation with the highest ethical standards
- Exceptional interpersonal skills, and able to relate to a wide range of people

- Excellent communication skills both written and verbal with experience of making presentations to diverse, high calibre audiences
- Knowledge of income-generation and financial control within a government sector setting
- Demonstrable experience of generating income through partnerships in funding (public and private) and with delivery organisations (e.g. FE Colleges or other voluntary sector organisations)
- High level account manager, able to increase support from key relationships and designated accounts to achieve defined income targets
- Highly motivated self-starter with at least 3 years' experience in a relevant fundraising, charity or sales and marketing environment
- Excellent organisational and analytical skills, as well as close attention to detail
- A can-do attitude, solutions focus and ability to motivate colleagues
- Creative thinking, including ability to think laterally about all types of Charity-corporate/government engagement opportunities to maximise support for Caudwell Children

Desirable Criteria

- Flourishes with multiple projects and demands under pressure
- First class written skills and ability to develop detailed proposals and budgets, able to coach others to do so
- Knowledge and awareness of issues affecting children with disabilities and the support needs of families
- Advanced understanding of either Corporate, SME Government or NHS funding priorities at local, regional and national level and associated compliance matters
- Have an interest in the work of the voluntary sector and have experience of working with volunteers
- Experience of identifying and ability to exploit PR opportunities
- Able to work pragmatically and adapt to changing circumstances, displaying resilience.
- Experience of working in the Charity/Third Sector
- Experience of working in ISO regulated organisations
- Experience of working in CQC regulated organisations
- Experience of working with volunteers

DISCLOSURE & BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is eligible for a Standard DBS check.