



## Business Development and Partnership Manager Job pack

Thanks for your interest in working at Citizens Advice Devon. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Devon
- The role profile and personal specification
- Terms and conditions
- What we give our staff

### **Want to discuss this role?**

If you want to discuss the role further, you can contact David Incoll, the Chair of Citizens Advice Devon, by emailing [chair@cabdevon.org.uk](mailto:chair@cabdevon.org.uk) or calling 01395 239475

## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

**1. We're local and we're national.** We have a national organisation which supports a network of around 280 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How Citizens Advice Devon works

Citizens Advice Devon was established in 2012 as a consortium of the seven local Citizens Advice charities covering Devon (including Plymouth and Torbay). It is incorporated as a company limited by guarantee and a registered charity and has its own [website](#). Its principal aim is to develop opportunities for joint working between local offices and with other agencies to enhance service delivery and performance and improve the lives of people throughout Devon.

Citizens Advice Devon recognises that, in a changing and challenging funding environment, it is ever more important for local offices to have a strong coherent voice at a county, regional and national level, so leading to more opportunities for a stronger influence on policy and strategy, for improved co-ordination, for heightened profile, and for more effective countywide and regional bidding for contracts.

Citizens Advice Devon is led by a Board of Directors / Trustees drawn from local Citizens Advice offices and chaired by an independent trustee. The Board has developed a Business Plan to give direction to development activities. The headline objectives of the Plan are:

- Work to achieve a sustainable future for the provision of Citizens Advice services throughout Devon.
- Continue to develop our relationship with statutory organisations in Devon, including local authorities, health and police services, and look for imaginative and innovative ways to support their people focussed objectives.
- Increase our collaborative working with key partners in the voluntary sector to achieve better outcomes and greater efficiencies.

We are recruiting a new Business Development and Partnership Manager due to the retirement of the current postholder. The person appointed will be responsible for the line-management of a Business Development Support Officer and will also work closely with the Clerk to the Board and the lead officer for communication with countywide media organisations. The postholder will also liaise closely with the chief officers of the 7 local Citizens Advice charities in Devon. The postholder will be expected to attend meetings of the Citizens Advice Devon Board, the Service Monitoring Group (a sub-committee of the Board) and the Managers' Group.

# Overview of Citizens Advice

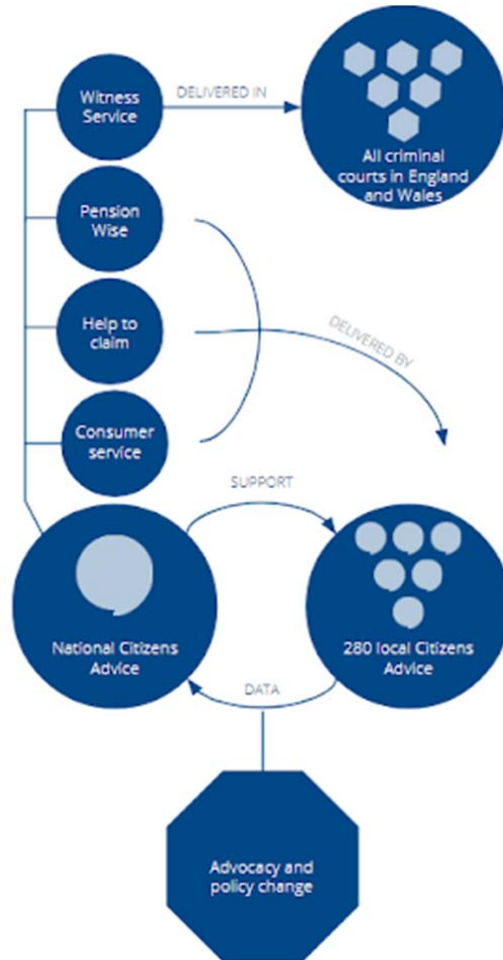
The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

Citizens Advice Devon is an associate member of the national Citizens Advice charity and the 7 local Citizens Advice charities in Devon are full members.

The national charity has an important role in assessing the quality of advice that local Citizens Advice charities give and making sure all full and associate members are well-run organisations.

The national charity has developed Casebook which is used by all members of the network to keep client records and report on performance.

The national charity also works closely with its members on research and campaigns for policy change.





## The role

Working with the Citizens Advice Devon Business Plan and under the direction of the Board, the postholder will:

- Identify funding opportunities relevant to the business plan objectives.
- Identify decision makers and influencers leading to funding, commissioning or service development according to priority groups identified within the business plan.
- Establish contact and network with above individuals with a view to learning of, developing and influencing commissioning / contracting opportunities.
- Working with the Managers' Group, and other parties, support the development and completion of funding bids or tenders.
- Keep the Board updated on any developments in the external context at a county, regional and national level
- Develop and maintain new strategic partnerships (in consultation with the Board), particularly around the health and the social care agenda
- Help to ensure Citizens Advice Devon is a well-run organisation by keeping the business plan, policies and procedures up to date and collating evidence for annual leadership self-assessments.
- Produce reports for funders on how their funding has been used and the impact it has had on people's lives and produce internal performance monitoring reports
- Co-ordinate Citizens Advice Devon's training offer to external organisations working closely with the training delivery partner and Citizens Advice trainers.
- Line-manage, and supervise the work of, the business development support officer who assists with the production of reports and keeps the Citizens Advice Devon website and Twitter account up to date.
- Contribute to the work of the Devon Research and Campaigns Group including helping to organise countywide events and seeking funding to address social policy issues.
- Co-ordinate Citizens Advice Devon's health and social care initiatives, particularly important during the current Covid 19 crisis, in conjunction with the lead trustee.



## Person specification

The ideal candidate will be able to demonstrate:

1. Be proficient at managing your time effectively and working smartly
2. Be highly effective at creating powerful propositions
3. Be skilled at developing successful relationships and partnerships, quickly establishing credibility with target audiences and contacts
4. Enjoy the thrill of establishing new funding pipelines with a track record of bidding for and winning contracts and securing funding for services
5. A knowledge of local government is essential and of the relevant workings of Devon County Council is desirable
6. Experience of influencing the structure of tenders for contracts
7. Awareness of the changing funding and commissioning environment in the voluntary and community sector
8. Experience of project development and project management
9. Success in confronting challenges and driving through initiatives
10. Ability to monitor project development and activities against targets and produce appropriate reports
11. An understanding of the voluntary and community sector and the challenges and opportunities facing the sector
12. A commitment to the aims and principles of the Citizens Advice service and equality and diversity goals
13. Ability to work on own initiative and prioritise own work to meet agreed deadlines
14. A flexible approach and a willingness to develop the role within a context of changing needs
15. Able to travel and work from local Citizens Advice offices across Devon as circumstances dictate



## Terms and conditions

**Salary:** Up to £21,000.

**Hours per week:** 30 hrs over 4 days (0.8 FTE)

**Location:** flexible across Devon (can include working from home)

**Annual leave:** 25 days plus public holidays pro rata

**Pension:** the postholder will be automatically enrolled into a pension scheme with an employee and employer contribution of 4% unless they opt out