

Job description

Head of Partnerships and Business Development

We think it's a crying shame that there are still many people a long way from meaningful, fulfilling lives, with work or without. So, we set about changing that. Transform Lives Company is an established social enterprise working in the North-West dedicated to not just transforming people's lives but transforming the way we can do this. Our developmental support really is life changing. We work with inspiring volunteer hosts and partners to build people's confidence and ensure them feel valued. We are changing the way this support is funded and delivered.

We have shown the effectiveness of our approach and the positive outcomes it brings. We work with partners looking to collaborate to bring about social action beyond their core purpose. Our approach is truly person-centred. We start with kindness, understanding the difficult situations many people find themselves in.

Location: Liverpool based (this is not a remote working job)

Salary: c£40,000

Responsible to: Managing Director

Responsible for: strategic development and implementation; income generation; staff growth and support

Role Summary: this is a new role, providing additional management capacity to support TLC as it grows into its' next phase, as new projects are being developed, preparing the business for new income opportunities, you will oversee some key business functions and be an important part in shaping the future:

Duties

1. Outward facing strategic engagement

- I. Local, on the ground strategic presence supporting the MD by being at networking events, partnerships, webinars, opportunities, to build on our excellent, influential networking relationships with partners, providing increased visibility of the TLC brand and offer ensuring we are thought of when organisations are considering partners in employability, wellbeing and training support; continuing our work in 'credibility building' what we do and how we do it.
- II. To link the direction of UK welfare to work policy, DWP changes, to always be horizon scanning for the company, to talk knowledgeably about the sector and our place in that e.g. skills / health / government / criminal justice policy, approaches, contracts.

Leading on strategy development and delivery, and ability to translate this into team development, business decision making.

- III. Support the business's communications strategy development, working closely with existing colleagues to ensure stakeholders, partners, and very importantly our participants know how to find us and want to engage with us.
- IV. Communicating with employers as partners so they feel part of TLC's mission and vision, through engaging media content, meetings and developing interesting projects together. Support the core team members (admin, marketing) on all communications, newsletters, website, social media, delivery of onsite activities such as digital hub, local events, engagement, partners

2. Internal business growth

- I. To lead on converting current training delivery into accredited training courses, to improve income generation into the business e.g. via AEB contracts, supply chains (being compliant)
- II. To lead the company's bid management processes e.g. DPS2 and DPS3 when this comes on stream in 2025, all other bid / tender processes, generating income streams for the company linked to our areas of expertise and delivery
- III. Continuously seek new, strategic and innovative ways for the organisation to grow and generate a range of income streams. Maintaining awareness of business pipelines, understanding our products, skills and areas of potential, to research product development and other ways to grow to contribute to ensuring TLC is financially sustainable both now and in the future.

3. People focussed

- I. Oversee and develop a strategic and practical approach to how participants (past, present and future) are involved in co-design in all we do, ensuring we are meeting the needs people have, for example growing our TLC ambassadors programme – people who are championing our work in communities, assisting with engagement and peer to peer conversations about the benefits of joining our courses and support programmes
- II. Provide additional capacity – being a key linchpin - to support Directors and line managers on human resources management, ensuring all policies are up to date and relevant, communicated to staff, applied fairly (leave approval, sickness, offer/start process, training records) handling any queries and requests outside of normal day to day line management responsibilities
- III. To be part of sustaining our coaching culture, using coaching authentically across the team

IV. To be responsible for Safeguarding across the company.

Essential criteria

- I. An excellent leader and team worker, authentic, a good listener, collaborator, able to inspire and sell the vision, empathic, supportive, respectful of each team members' contribution, style and attributes
- II. Motivated by social impact, equality of opportunity for people, dignity, respect, understanding and compassion
- III. Ability to maintain and grow our excellent reputation delivering excellent, person-centred values at all times
- IV. A good understanding of the welfare to work sector, a curiosity about 'what works' and how to shape our approach, able to grasp our role in local delivery, as a small but dynamic social enterprise.

- V. Experience of working in the training and skills sector, understands the process to convert training packages into accredited courses (e.g. with Open Awards) through supply chains such as AEB
- VI. Excellent communication skills, expressive when talking about TLC and its' values, with people at all levels, engaging them in the vision of transforming people's lives
- VII. Able to spot, and then convert, opportunities into business / income, contributing to the business' sustainability, meeting income targets. Experience of writing successful bids, competent to support bid processes of all kinds such as DPS, Lottery, winning tenders; attention to detail; not over-promising and under-delivering
- VIII. An empathetic manager / leader, provides a culture where people can grow, learn and feel nurtured. A good practical understanding of applying HR policies, providing staff with support, encouragement, and direction. Trained in Coaching Skills or a willingness to do so
- IX. An understanding of communications strategies to be able to support a small team to promote our work, values, reach and engagement

What you can expect from us:

- ✓ Competitive salary
- ✓ Laptop and i-phone
- ✓ Being part of a dynamic team and great working culture

- ✓ Our training and help to deliver successfully
 - ✓ A chance to flex your strategic muscle and begin to impact the vision
 - ✓ A Coach in the team who you can talk to regularly
 - ✓ A chance to work on things that matter
 - ✓ Funded Health Shield membership – covers counselling, health related appointments, dentists to reflexology.
 - ✓ 25 days annual leave on top of bank holidays
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