

BUSINESS PARTNERSHIPS MANAGER: LONDON

ABOUT TEMPO

Tempo Time Credits is a charity serving communities across the UK by engaging, encouraging and enabling volunteers. We provide the glue which binds local voluntary partnerships and community-based solutions.

Tempo Time Credits galvanises community organisations to drive positive change for themselves and be more resilient through more individuals and more diverse groups of people volunteering. The Time Credits model is based on a fundamental principle that Volunteer's time is valuable and should be valued.

Tempo Time Credits are the thread that connects volunteers, third sector, services, and businesses together through our projects and Tempo Time Credit networks. We do this through a digital time credit system that recognises and rewards volunteers for the hours they give. Volunteers can then exchange these for activities and experiences – like cinema tickets, entry to visitor attractions or a swim or gym session.

Tempo's culture is at our core and our staff team operate in line with our workplace values which are: -

- **Everyone's contribution** – We encourage self-belief, mutual respect, and recognition.
- **Ambition** – We have a can-do attitude, are hopeful, resilient, and positive.
- **Connection** – Passionate people, teamwork and collaboration are key to our success.
- **Creativity** – We are curious and inventive; we encourage fun and imagination to achieve this.
- **Resourcefulness** – We learn together, share our expertise, and strive for efficiency.
- **Integrity** – We are authentic and honest. We take our commitments seriously and take accountability for delivery.

Being a key member of our team is fun, challenging, inspiring, engaging and it matters.

WHERE WE ARE TODAY

This is a challenging time for many community organisations, volunteers and recognition partners too – it's also a time when our model and support is needed more than ever. Tempo has worked with: –

- 40 commissioned programmes.
- 1,500 charities.
- 15,000+ people currently volunteering.
- 1.25 million Tempo Time Credits earned to date.
- 750+ business venues offering reward and recognition opportunities.
- Developed the first national Time Credit network in the world.

Across the UK the recognition of Tempo Time Credits is growing, amongst parliaments, local authorities and corporates and our visibility is increasing through national press and support from key parliamentarians.

ABOUT THE ROLE

The role will support the London and national Tempo team to expand and deepen the networks of community, public and private sector organisations across our programmes, and to develop new opportunities and partnerships in London.

Business Partnerships Managers focus on the many and varied places to use Time Credits, so the ability to be innovative with your ideas and approaches is a helpful skill that will support you to undertake your key task of signing up new Recognition Partners, and maintaining partnerships within, the existing network.

Our partnerships are driven by the needs of the volunteers and community members we support, so you need to be a great listener and people person with a genuine passion for supporting the development of individuals and organisations. As a natural team player, you will work alongside your team members to deliver training and network events in a variety of settings.

We work with SMEs, national chains, community organisations and everyone in between, so excellent and adaptable, presentational, verbal, and written communication will be key to success in this role. While talking plays a big part, good skills with reporting and analysis of your Recognition Network will also be very advantageous to help us demonstrate the impact we have in communities.

The role is very varied, and we have successful Business Partnerships Managers in our team from a variety of backgrounds. We're more interested in your skills and passion than in your career path to date so please don't let a lack of experience in any sector deter you from applying. You are inspiring and driven, can combine good public and corporate relationship building with enthusiasm, strategic thinking, and excellent networking skills. You are a self-starter, who can inspire commitment, secure partnerships, and close agreements, while being driven by the need to improve communities.

Key Responsibilities

Regional Recognition Network Development

- Work with potential recognition partners and programmes teams to develop the type and number of Regional Recognition opportunities
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- Attract a wide range of regional recognition partners which meet the needs and objectives of our funders.
- Ensure variety across the network and develop partnerships that meet the needs and requirements of the programme and beneficiaries.

Lead Generation

- Work with team members to promote our work through events and communications activity.
- Identify and approach potential new business leads.
- Attend, present and network at events.
- Coordinate and respond to business development enquiries.
- Attend meetings with potential clients and stakeholders to pitch Time Credits

Oversee effective management of the London Recognition Network

- Ensure the management of the London network effectively, including partner communications, regular network audits and responding to issues or complaints.
- Provide leadership and oversight of effective recognition communications in London, supporting newsletters, marketing materials and social media use.
- Support planning and oversee delivery of work to support access to partners, including ticket allocation, regional trips or trips to new partners managed by the programme manager.

- Contribute towards quarterly reporting and provide appropriate data and evidence.
- Troubleshoot any concerns or issues identified by recognition partners.
- Effectively manage relationships with existing partners to ensure continuity and retention, this will include training staff and ongoing account management.
- Proactively support the network to develop and become sustainable through local events, trips and networking meetings.
- Support innovation, learning & development across the network and within Tempo.

In addition.

- To carry out health and safety responsibilities in accordance with the Health & Safety Responsibilities document.
- To undertake such other duties and responsibilities commensurate with the band, as may be reasonably required by Tempo, or as a mutually agreed development opportunity.
- Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable adults.

PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post. The Knowledge/Education and Experience/Skills sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The Competencies section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The Special Conditions section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	<ul style="list-style-type: none"> • Knowledge and proficiency in the use of Microsoft Office packages 	<ul style="list-style-type: none"> • Understanding of community, public and voluntary sectors

		<ul style="list-style-type: none"> • Understanding of health and social care services
EXPERIENCE / SKILLS	<ul style="list-style-type: none"> • You have proven experience of successful partnership development and setup (in any sector) with external contacts, businesses and services • You are entrepreneurial and have experience of securing new business and/or generating revenue • You are able to sell concepts and initiatives to new organisations and individuals • You are pro-active, dynamic and able to inspire and enthuse others • You are a creative thinker, able to see new opportunities for collaboration and flex your pitch and approach to build effective relationships • You are outstanding at building rapport and developing productive relationships • You are an excellent networker • Representing a medium sized organisation at events • Managing and building relationships with stakeholders from third, public or business sectors • Product/service development • Managing customer accounts • Working in a matrix managed organisation • Organising, prioritising and planning • Ability to manage a busy workload • Attention to detail 	<ul style="list-style-type: none"> • You have experience or a good understanding of community development models • You hold a valid driving license with access to a car • You have experience of negotiating deals with corporate partners • You have experience of working across different sectors to deliver projects • You have experience of account management with external stakeholders • You have experience of desktop publishing or design • You have experience of facilitating workshops or training events

	<ul style="list-style-type: none"> • You have experience of developing and implementing new processes and systems • You have experience of developing and/or implementing communications/marketing plans • You are very IT literate with strong knowledge of the MS Office suite, including Excel, Word and Powerpoint as well as other administrative platforms, including Mailchimp, Eventbrite, etc. • You are comfortable using social media platforms such as Facebook and Twitter • You have excellent written and verbal communication skills • You have some experience of managing and delivering events • You are confident working independently and can plan and prioritise your own workload to meet agreed deadlines • You have strong organising skills and can manage information and tasks effectively • You have proven experience of problem solving and driving improvement 	
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COMPETENCIES	
WORKING WITH OTHERS	
Building and Maintaining Relationships	<ul style="list-style-type: none"> • Develops new professional relationships • Understands the needs of others, the constraints they face and the levers to their engagement

	<ul style="list-style-type: none"> Identifies opportunities for shared working to minimise duplication and deliver shared goals
Communicating & Influencing	<ul style="list-style-type: none"> Communicates openly and inclusively with internal and external stakeholders Presents a credible and positive image both internally and externally Persuades others, using evidence-based knowledge, modifying approach to deliver message effectively
ORGANISATIONAL CONTEXT	
Responding to Change	<ul style="list-style-type: none"> Anticipates and adapts flexibly to changing requirements Uses challenges as an opportunity to learn and improve Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
DELIVERING RESULTS	
Planning and Organising	<ul style="list-style-type: none"> Prioritises work in line with key team or project deliverables Pays close attention to detail, work is delivered to a high standard Makes contingency plans to account for changing work priorities, deadlines and milestones
Problem Solving	<ul style="list-style-type: none"> Processes and distils a variety of information to understand a problem fully Turns ambiguous or difficult situations into opportunities Proposes options for solutions to presented problems
Stakeholder Focus	<ul style="list-style-type: none"> Seeks to understand requirements, gathering extra information when needs are not clear Presents Tempo positively by interacting effectively with stakeholders Actively engages partners and encourages others to build relationships that support Tempo objectives

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.