



## Job description

<b>Job title:</b>	Network Support Manager (South)
<b>Location:</b>	Homebased or Carers Trust London Office
<b>Responsible to:</b>	Head of England Network Support
<b>Salary:</b>	£40,942 plus home working allowance of £216 per annum or London Weighting if applicable (Grade G)
<b>Contract:</b>	Fixed term secondment to 31 <sup>st</sup> March 2021
<b>Hours:</b>	35 per week
<b>Annual leave:</b>	26 days plus 11.5 bank holiday and office closure days (pro-rata for part-time staff)
<b>Pension:</b>	After probationary period matched employer contribution up to maximum of 5% of salary

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## Summary

The role of Network Support Manager is pivotal to developing and maintaining successful relationships between Carers Trust and Network Partners. Two Network Support Managers (one north and one south) provide strategic leadership with Network Partners across the nation.

## Main aims of the post

To further the growth and development of the Network by providing a high level of expertise, proactive intervention and support within a complex and challenging environment, across the areas of: market shaping; developing Network Partner organisations' capabilities and sustainability; and putting carers policy into practice.

You will bring your knowledge of the Network and services supporting carers into the work of the wider England Directorate and Carers Trust.

## **Duties to include**

### **Relationship Manager role**

- Provide proactive contact with individual Network Partners in particular new CEOs and Chairs of trustees
- Respond effectively to all enquiries from Network Partners with your own expertise or sourcing this from within Carers Trust, other Network Partners or external partners and organisations
- Develop an understanding of the needs of Network Partners and their commissioning environment to inform programmes and priorities
- The relationship management aspect involves travel and visits across the south region of England and occasional travel elsewhere and to our London office.

### **Market Shaping**

- Ensure the Carers Trust Network has a presence in every part of the nation either by supporting existing Network Partners to expand into new areas or bring in existing organisations into membership
- Undertake due diligence on any potential new members and write relevant reports for the England Committee for consideration
- Contribute to gathering useful business intelligence from the Network and external environment to inform Carers Trust fundraising, programme development, other work across the Directorate and for Network Partners to use for their own purposes.
- Support quality assessment of our Network Partners to support achievement of the Excellence for Carers Award

### **Network Partner Capabilities and Sustainability**

- Support Network Partners to create new relationships and ways of working
- With the team, deliver a programme of events and master classes for Network Partners to learn from experts and share their own good practice and service models
- Support the directorate and fundraising with information and potential partners within the Network for bids for large scale programmes
- Develop and manage external brokered partnerships with organisations offering specific expertise for Network Partners

### **Putting Carers policy into practice**

- Work with the policy team to understand national policy that will impact on carers services and collectively agree strategies to enable Network Partners to prepare and respond to changes
- Ensuring Carers Trust has a robust data base of evidence of service models within the Network to inform national policy work, funding bids and to share within the Network

### **Project Management**

- Lead on specific projects as agreed with your line manager

- Liaise with Network Partners and other Carers Trust staff as required for each project
- Provide regular reports for funders and Carers Trust governance structures on progress with projects as appropriate
- Manage any budgets associated with specific projects

**Additional areas of responsibility**

- Working collaboratively with the England team as a whole, sharing ideas, experience and expertise and supporting collective problem solving.
- Developing fundraising business plans for network support activity in collaboration with the team, Network Partners and other Carers Trust teams as appropriate
- Supporting the Governance of England contributing to England Committee as required
- Developing content for Carers Trust's internal and external communications, in particular Network Partner news for England newsletter.

**General**

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To work at all times within the philosophy and policies of Carers Trust.
- To comply with the Health & Safety at Work Act 1974 and with Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To have a commitment to developing quality by the implementation of Carers Trust quality evaluation tools along with any other standards set by Carers Trust.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- To undertake any other duties that may be considered commensurate with the level of the post.

## Person specification

Essential	Desirable
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Comprehensive experience of business development gained through direct experience or through an advisory/consultancy role</li> <li>• Experience of developing strategic and business plans and managing their implementation</li> <li>• Experience of managing and delivering complex projects within a limited timeframe</li> <li>• Experience of a federal/network/complex structure within the Third Sector</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing a Network Partner or private sector business</li> <li>• Experience of the voluntary sector</li> <li>• Experience of writing fundraising bids with multiple stakeholders</li> </ul>
<p><b>Skills and abilities</b></p> <ul style="list-style-type: none"> <li>• Strong interpersonal skills and the ability to work at the highest level with CEOs and Chairs of Network Partners and with Commissioners</li> <li>• Strategic thinker</li> <li>• Commercially astute with ability to identify potential business opportunities for Network Partners</li> <li>• Able to work collaboratively with a range of people from diverse backgrounds and with diverse abilities</li> <li>• Excellent communication and representational skills</li> <li>• Sound presentation and / or training skills</li> <li>• Strong financial analysis skills</li> <li>• Excellent influencing, negotiation and facilitation skills</li> <li>• Ability to influence within a federation where organisations are independent</li> </ul>	<ul style="list-style-type: none"> <li>• Consultancy, financial management and business skills</li> </ul>

<ul style="list-style-type: none"><li>• Strong problem solving skills</li><li>• Good level of IT skills - including word, excel, and e-mail</li></ul>	
<b>Knowledge</b> <ul style="list-style-type: none"><li>• Comprehensive understanding of the external environment in which our Network Partner organisations operate, including the health and social care environment</li><li>• Understanding of voluntary sector governance and management and quality</li><li>• Understanding of the principles of business development and customer relationship management</li></ul>	
<b>Other</b> <ul style="list-style-type: none"><li>• Able to travel throughout England in a time and cost effective manner</li><li>• Able to spend nights away from home</li></ul>	