



Role Profile

The Role			
Role Title:	Branch Partnership Manager	Reporting to (job):	Operations Manager (Branches)
Legacy job titles covered by this role profile:	New role with some aspects of the BSS role included	Jobs that typically report into this role:	None
Function / Org Unit	Field Operations	Job Number:	TBC
Base and travel	Home based with extensive nationwide travel	Band (<i>to be assigned by Reward</i>)	Band 'C'
Role Dimensions			
Number of direct reports	None	Manager/Individual Contributor:	Individual Contributor
Number of dotted line reports	None	Budget (Operating/Capital)	None
Total No of Reporting Staff (include all direct and indirect reports)	None	Decision Making Authority & Responsibility for Resources	Responsible for day to day operational decision making, but defers any strategic decision to the Operations Manager (Branches)

Working Environment	35 hrs per week, with flexible or extended hours when required
Role Purpose	To support and guide the development of a new sustainable model with the RSPCA's network of federated charities 'branches', allocated within a geographical area, including downed branches on behalf of the Society.

Page 1 of 6

	<p>A key focus of the role is to drive and support change through innovation and improvements across all areas, including to operationalise within the downed branches support for the new Animal Journey.</p> <p>Provide guidance and support to branch leadership staff and volunteers for Society projects and initiatives as required.</p> <p>To support the transition and mobilisation of the newly proposed Branch Support Hub. To thereafter work effectively with the new Branch Support Hub and support the branch network as the National Society resets the relationship in line with the branch sustainability review and move towards more 'self-help' and standardised ways of working across Field Operations.</p>
--	--

Principal Accountabilities	<p>To support branches with the development and monitoring of branch strategic plans. To take a proactive approach to drive branch activity forward, and deliver on those plans to build a sustainable branch network.</p> <p>Responsible for The Society expertise and support required to support the establishment and delivery of performance improvement plans and to maintain effective and timely stakeholder management and engagement. To work collaboratively with the Operations Manager (Branches) and Operations Performance Manager to identify issues that may impact the future of the downed branch and to make recommendations accordingly e.g. closure, merger or move away from 'downed' status</p> <p>Take a proactive approach in driving the day to day activities of the downed branch forward, working to ensure all work and plans work towards the building of a sustainable branch network.</p> <p>To support the planning, preparation and management of budgets to ensure the efficient and effective use of finances in support of branch activities.</p> <p>Take a proactive approach in driving the day to day activities of the downed branch forward, working to ensure all work and plans work towards the building of a sustainable branch network.</p> <p>Accountable for the financial re-budgeting and its subsequent management to ensure the efficient use of available finances, Society management reporting and the generation of new income for the branch.</p>
-----------------------------------	---

	<p>Accountable for the financial re-budgeting and its subsequent management to ensure the efficient use of available finances, Society management reporting and the generation of new income for the branch.</p> <p>To advise branches in prioritising support for the Inspectorate through the acceptance of inspectorate cases and animals for rehabilitation and re-homing.</p> <p>To assist branches in developing activity in the 3 priority areas of the animal journey; rescue, rehabilitation and re-home. Ensuring branches keep accurate records and report within the required timeframe (and in a consistent manner).</p> <p>To provide support to branches in the development of diverse income generation streams, including fundraising events and maximising retail opportunities.</p> <p>To support the branches in developing their profile through campaigns, events, and media opportunities.</p> <p>To review Trustee and general volunteer levels and capabilities within branches, and provide assistance with targeted recruitment initiatives and support or deliver trustee/volunteer training and development.</p> <p>Support trustees and senior branch staff, through mentoring and coaching, on all aspects of running an RSPCA branch.</p> <p>To be the link between the National Society and Branches, encouraging joint working and engagement.</p> <p>Provide guidance and encourage adherence to charity law, and all other relevant statutory legislation, branch rules and Society license agreement.</p> <p>To attend and support branch AGMs and other meetings when required (but not as a default position). To effectively contribute in meetings, ensuring all branches are represented, ensuring their voice is heard and</p>
--	---

	profile raised.
Key Interfaces	<p>Branches and Partnerships AD Field Operations AD Partnerships Manager Operations Performance Manager Branch Partnership Manager Operational Support Administrators Network Manager Operations Managers Field Operations Managers Branches Branch Support Hub</p> <p>Inspectorate Branch Chairs</p>
The Person	
Personal Attributes and Key Competencies	<ul style="list-style-type: none"> • Specialist knowledge - Understanding of the animal journey and animal welfare. Understanding of the Branch Network. • Commercial thinking – Commercially aware. Looks for opportunities to add bottom line value, with the ability to detect and manage risk. Demonstrates a holistic view of issues, events and activities, with a perception of their longer term impact or wider implications. • Planning, action orientation & results driven – Organises and prioritises work, with a clear readiness to make decisions, take the initiative and focus on delivery. Seeking better ways of doing things, looking to improve on status quo and willingness to deal with difficult situations that affect output, whatever the organisational level of the role. • Quality orientation - Delivers the set goals, standards and priorities. Follows through to ensure that quality and productivity standards are met. Takes a supporting role in setting goals, standards and priorities for the Downed Branches Management Team. • Influencing & engagement – Ability to influence, motivate others in order to reach organisational goals. Solid negotiation skills. Will recognise the value of sharing ideas, knowledge and information with others and take personal responsibility for doing so. Works for a win-win outcome when resolving differences.

	<ul style="list-style-type: none"> ● Oral and written communication - Speaks clearly, fluently and in a compelling manner to both individuals and groups. Designs and delivers presentations in a clear and concise manner, using appropriate grammar, style and language for the audience. Excellent interpersonal and communication skills (both verbal and written). ● Flexibility and resilience - Successfully adapts to changing demands and conditions. Maintains effective work behaviour in the face of setbacks or pressure ● Personal motivation - Commits self to work hard towards goals. Shows enthusiasm and career commitment with personal energy, enthusiasm and willingness to learn, whilst being self motivated and able to work on own initiative ● Management – To inspire the branch network. Communicating and engaging with individuals and teams as needed to ensure they have clear direction and know what they have to achieve to be successful ● Corporate Accountability - Ability to work in the interest of the organisation as a whole - working closely with colleagues across all functions to get there.
Essential Key Skills, Qualifications & Experience	<ul style="list-style-type: none"> ● A level or equivalent. ● Accountancy/finance/budgetary control. ● Understanding of governance and charity law ● Business administration/management. ● Managing people and resources. ● Experience of influencing policy/decision makers and of representation committees ● Extensive experience of building and managing constructive working relationships with national coverage ● Complaint resolution and reputational management. ● General knowledge of legislation that impacts on animal welfare ● Successful experience of participating in cross functional projects with tangible results
Desirable Key Skills Qualification & Experience	<ul style="list-style-type: none"> ● Proven management skills with the ability to optimise team performance and development ● Commercial and financial acumen ● Further education in business administration, management studies, finance or fundraising. ● Knowledge or experience of working in a not-for-profit-organisation. ● Working with volunteers. ● Proven management skills with the ability to optimise team performance and development ● Proven analytical, problem solving and organisational skills ● Project management skills ● Commercial and financial acumen ● Retail experience

Creation and Authorisation		
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>		
Profile written by: Approved by (operations): John Kerslake	Role: Role: DFO	Date: 01/07/20 Date: 01/07/20
Approved by (HR): Becky Watton	Role: HRBP	Date: 01/07/20
Date Job last evaluated: 01/07/2020		