



Role Profile

The Role			
Role Title:	Branch Partnerships Coordinator	Reporting to (job):	Branch Partnerships Governance & Compliance Manager
Legacy job titles covered by this role profile:	N/A	Jobs that typically report into this role:	N/A
Function / Org Unit	Operations: Branch Partnerships Team (BP&V)	Job Number:	
Base and travel	Home based with some national travel	Band (<i>to be assigned by Reward</i>)	A
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 Head of Branch Partnerships
Working Environment	35 hrs per week, with flexible or extended hours when required		

Role Purpose	<p>Supporting Head of Branch Partnerships, Branch Partnerships Governance & Compliance Manager, Senior Branch Partnership Managers and the BPM team by establishing and delivering consistent administrative duties (routine and ad hoc) including, but limited to, branches In national administration (BINA), branch governance and compliance reporting, branch complaints and event planning and management.</p> <p>Working with the Head of Branch Partnerships drive and support change through innovation, standardisation and improvements in branch partnership administration. The role will act as the primary point of contact for administrative enquiries to the department.</p> <p>There will be times when the role will encounter, and have to respond to, new or complex situations which require innovative thinking and/or research and analysis.</p>
Principal Accountabilities	<p>Working with the Head of Branch Partnerships, be responsible for the development and delivery of standardised and consistent administrative systems and processes, ensuring that they are up-to-date and running effectively</p> <p>Provide administrative support to the BPM team in managing branches in national administration and branches wishing to merge, allowing the BPM to focus on acting as relationship manager with the branch and increasing capacity in the BPM team.</p> <p>Monitor, analyse and record the management of compulsory returns; ensure compliance with all financial policies and procedures, identifying areas of concern due to poor performance.</p> <p>Collate, check and administer the processing and co-ordination of branch complaints, ensuring that all complaints are responded to in a timely manner and in accordance with the branch complaints process.</p> <p>On behalf of the Head of Branch Partnerships, maintain a branch risk register to inform decision making by the Branch Partnerships senior leadership team.</p> <p>Working with the Head of Branch Partnerships develop, collate and maintain an annual calendar of branch support events and activities, providing the BP team with national oversight.</p>

	<p>Working with Internal comms and the BPM team, help to co-ordinate and deliver a regular communications programme to the branch network on multi media platforms.</p> <p>Provide administrative support and event planning for a programme of branch focussed events; including pre-event planning and post-event evaluation with particular focus on the annual branch conference and seminar activities.</p> <p>Support the Head of Branch Partnerships in delivering the annual training programme for the branch support team with particular responsibility for developing and maintaining appropriate materials for use in training events.</p> <p>Conduct annual audit of Link content to ensure available information is up to date, liaising with internal comms/digital as appropriate, making recommendations for change as required.</p> <p>Support in the delivery of department ad hoc projects as required by the AD and HoD.</p> <p>Provide assistance to the BP senior management team when required</p>
Key Interfaces	<ul style="list-style-type: none"> • Branches and Partnerships AD • Head of Branch Partnerships • Branch Partnerships Governance & Compliance Manager • Operations Performance Manager • Senior Branch Partnerships Managers • Branch Partnership Managers • Operational Support Administrators • Branch Affairs Committee • Regional Board Chairs • Branch Chairs
The Person	
Personal Attributes and Key Competencies	<ul style="list-style-type: none"> • Specialist knowledge - Understanding of charity governance and compliance. Understanding of a federated Branch Network.

	<ul style="list-style-type: none"> • Commercial thinking – Commercially aware. • Planning, action orientation & results driven – Organises and prioritises work, with a clear readiness to make decisions, take the initiative and focus on delivery, 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 - Ensures that quality and productivity standards are met. • Influencing & engagement – Ability to influence others in order to reach organisational goals. Recognises the value of sharing ideas, knowledge and information with others and takes personal responsibility for doing so. Works for a win-win outcome when resolving differences. • Oral and written communication - Speaks clearly, fluently and in a compelling manner. 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. • Corporate Responsibility - 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. • Understanding of governance, compliance and charity law • Business administration, including secretarial duties. • Experience working in a fast paced/stressful working environment. • Proven experience working in an office environment. • Experience of complaint resolution. • Proven ability to handle complex and sensitive situations both by telephone and in writing. • Excellent prioritisation, planning and organisational skills. • Ability to work well in a team and on your own initiative. • Excellent interpersonal skills with the ability to communicate well with a broad range of people. • Ability to apply problem solving skills to investigate and resolve issues • Strong time management skills. • A flexible approach to work • The ability to remain calm under pressure
Desirable Key Skills Qualification & Experience	<ul style="list-style-type: none"> • Further education in business administration • Event management • Knowledge or experience of working in a not-for-profit-organisation. • Working with volunteers. • Proven analytical, problem solving and organisational skills

	<ul style="list-style-type: none"> • Project management skills • Knowledge of animal welfare issues or animal care. • Use of Google information systems.
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Personal commitment to:	<p>Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.</p> <p>Take care of their own health and safety and that of others who may be affected by their acts and omissions.</p> <p>Uphold the RSPCA's core values</p> <p>Cooperate with Society policies and procedures</p> <p>Understand and comply with any Society Code of Conduct.</p>
RSPCA Core Values	<p>Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do.</p> <p>They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations.</p> <p>We are compassionate: we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times</p> <p>We are inspirational: we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better.</p> <p>We are committed: we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm.</p>

	<p>We are expert: we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience.</p> <p>We act with integrity: we are honest and trustworthy, we act with integrity, we do what's right.</p>
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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: Sandra Fruish Approved by (operations): John Kerslake	Role: Assistant Director Branches, Partnerships and Volunteering Role: DFO	Date: 28/02/22 Date:
Approved by (HR): Becky Watton	Role: HRBP	Date: March 2022
Date Job last evaluated: April 2022		