Role Profile

The Role			
Role Title:	Operations Partnerships Manager	Reporting to (job):	Assistant Director, Branches & Partnerships
Legacy job titles covered by this role profile:	N/A	Jobs that typically report into this role:	N/A
Function / Org Unit	Operations	Job Number:	TBC
Base and travel	Home based, nationwide travel	Band *(to be assigned by Reward)*	D

Role Dimensions			
Number of direct reports	NONE	Manager/Individual Contributor:	Manager and 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	In conjunction with the Assistant Director Branches & Partnership, responsible for decisions regarding the strategy for operational partnerships within the RSPCA, and for determining objectives, KPIs, areas of work, activities and priorities for the partnerships. Supporting the delivery of the RSPCA policy and position when negotiating and representing the RSPCA as spokesperson.
Working Environment	Mobile		

Role Purpose	The primary purpose of this role is to develop strategic partnerships externally to the RSPCA e.g. with other charities, voluntary bodies and external agencies, which support the Animal Journey and the Society's (2030) strategy. The Operations Partnerships Manager role is a mixture of direct, hands-on delivery and account management for the RSPCA's largest animal welfare partners at the same time as strategic planning, analysis, networking and implementing changes where necessary to support local delivery (e.g. via animal centres and branches) as well as sharing best practice across other functions e.g. Inspectorate and branches.
Principal Accountabilities	● Working with AD Branches & Partnerships, develop and implement a Partnership Strategy that supports the RSPCA's Strategy (locally and nationally) and that ensures the very best of relationships with partners. ● Network development, identifying potential partners, aligned with the strategic aims of the RSPCA (notably the Animal Journey), and negotiate agreements that work for both parties and translating into actionable plans ● Develop relationships that create aligned protocols and strategies on supporting the animal journey through collaborative working and networking of animals. ● Own the partnership relationships ensuring mutually beneficial outcomes. ● Working alongside the AD Branches & Partnerships and COO, be the external representative of the RSPCA in delivering new partnership agreements ● To be the expert in working through partnerships with other voluntary bodies/charities ● Ensure excellent relations with key government partners, and puts in place systems that maintain them. ● To observe, analyse and react flexibility to the partnership climate, working on both proactive and reactive new partnerships ● To develop and imbed KPIs and regular reporting on the status of partnerships ● To develop excellent relationships with the RSPCA's partners and in turn design how this can be measured and tracked for transparency within The Society ● Maintain a database of information relating to Partners' and their individual requirements and goals, and such other details as are relevant to the development and maintenance of those partnerships. ● To demonstrate the benefit, and be an advocate of volunteering in the RSPCA with potential partners ● To work collaboratively across the Operations directorate as well as other support functions ● In addition, to undertake other such reasonable duties as necessary to meet the needs of the Society.
Key Interfaces	AD Branches & Partnerships SLT Operations Performance Manager

	Operations Managers Network Manager External Counterparts Senior Inspectorate Support Functions Counterparts within other charities
The Person	
Personal Attributes and Key Competencies	● **Specialist knowledge** - Extensive understanding of the animal journey and animal welfare. ● **Commercial & strategic thinking** – Commercially aware. Looks for opportunities to add bottom line value, with the ability to detect and manage risk. Demonstrates an 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** - Takes a lead role in setting goals, standards and priorities. Follows through to ensure that quality and productivity standards are met. ● **Influencing & engagement** – Ability to influence, motivate and empower 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. ● **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 ● **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 ● **Leadership** – To inspire and motivate the Field Operations Team. 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	● Experience of partnership development and delivery with a strong track record of securing partnerships with the corporate and/or voluntary sector ● Business Development experience ● Experience of influencing policy/decision makers at a high level and of representation on high level committees ● Proven track record in successfully managing external partnerships ● At least 5 years professional experience in management ● Knowledge and experience of the realities of development issues and the Not-for-Profit sector ● Excellent understanding of development partnerships
Desirable Key Skills Qualification & Experience	● Experience in partnership management ● Previous experience as a partnership manager for a startup and/or charity ● Existing network within charities, external bodies at a local and national level ● Extensive experience of partnership development and delivery with a strong track record of securing partnerships with the corporate and/or voluntary sector ● University Degree in Business Management, Development Studies or related fields ● Experience working within a charitable organisation or third sector

Creation and Authorisation		
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.		
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		