

## Head of Partnership & Business Development Job Description

North & West Gloucestershire Citizens Advice is seeking an enthusiastic and motivated individual to join our strategic leadership team and help make a real difference within our communities.

This is an exciting opportunity to join a well-established and respected charity with an excellent reputation for delivering high-quality advice services and being a great place to work. You will become part of a collaborative and supportive team that is committed to working together, and alongside partner agencies, to achieve the best possible outcomes for our clients.

You will play a key role in developing strategic partnerships and identifying new business opportunities that support the organisation’s growth, sustainability, and long-term impact. Working closely with internal and external stakeholders, you will help strengthen relationships, increase opportunities for collaboration, and support the continued development of our services and community impact.



### The role

FTE Salary:	£44,163 (£26,497 pro rata)
Hours:	0.6 FTE (approx. 22.5 hours per week)
Location:	Flexible within North & West Gloucestershire (hybrid working available)
Reporting to:	Chief Executive Officer (CEO)
Application deadline:	14 <sup>th</sup> June 2026 (may close early if a suitable candidate is appointed)

Company Benefits	
FTE Annual Leave:	27 days plus Bank Holidays pro rata
Pension:	Contribution of 7% based on 4% employee contribution
Employee Assistance Scheme:	Health Assured

<b>Birthday Leave:</b>	Take a day to celebrate your annual personal milestone. This leave does not form part of your annual leave entitlement.
<b>Christmas Closure:</b>	Our office will be closed between Christmas and New Year's, and these days won't count towards your holiday entitlement.
<b>Flexible Working Policy:</b>	Includes compressed hours, flexitime, homeworking/hybrid



## Purpose of the Role

The Partnership and Business Development Manager will play a central role in strengthening Citizens Advice North & West Gloucestershire's strategic presence, sustainability, and impact across the region.

This role will lead on developing and managing strategic and delivery partnerships, driving the business development and fundraising pipeline, and supporting the CEO in delivering the organisation's growth, engagement, and income strategies.

It is a dynamic, externally facing role ideal for someone with strong relationship-building skills, a strategic mindset, and an understanding of partnership working across the voluntary, public, and community sectors.



## Key Responsibilities

### Strategic Leadership and Partnership Development

- Lead the development and management of strategic partnerships across the region, including with local authorities, voluntary sector organisations, funders, and community stakeholders.
- Build and manage delivery partnerships that enable joint service delivery, expanded reach, and improved outcomes for clients.
- Act as an ambassador for Citizens Advice North & West Gloucestershire in external meetings, networks, and regional forums.
- Identify and pursue opportunities for collaboration, joint initiatives, and cross-sector working that align with organisational priorities.
- Support the CEO in developing regional and cross-organisational relationships that enhance profile, influence, and sustainability.

## **Business Development and Fundraising**

- Develop and maintain a sustainable business development and fundraising pipeline, including grants, contracts, and commissioned services.
- Lead and coordinate funding bids, tenders, and proposals, working collaboratively with the CEO and operational teams to ensure high-quality submissions.
- Research and track potential funding, commissioning, and partnership opportunities within the region and nationally.
- Build and sustain positive relationships with existing and potential funders, commissioners, and strategic partners.

## **Community and Stakeholder Engagement**

- Strengthen the charity's engagement with local communities, referral partners, and service providers to enhance impact and reach.
- Represent the organisation at local and regional events, meetings, and partnership boards.
- Work closely with internal teams to ensure that community needs and feedback inform partnership and business development activity.

## **Organisational Development**

- Contribute to strategic and business planning and support the implementation of organisational growth objectives.
- Foster collaboration and communication across teams to ensure partnership activities are well integrated internally.
- Provide regular updates to the CEO and Board on partnership development, funding progress, and pipeline activity.



## **Person specification**

### **Essential Criteria**

1. Proven experience in partnership management, business development, or fundraising, ideally within the charity, public, or voluntary sectors.
2. Demonstrated success in building and managing delivery partnerships that support service delivery or co-commissioned projects.
3. Strong strategic thinking and ability to identify and secure new opportunities.
4. Excellent written and verbal communication skills, with experience preparing funding bids and tenders.

5. Confident networker and relationship builder, able to engage with a range of stakeholders including funders, partners, and community leaders.
6. Ability to work independently, manage multiple projects, and meet deadlines.

## **Desirable**

7. Experience working within or alongside Citizens Advice or similar advice organisations.
8. Knowledge of local government structures, commissioning processes, and the regional voluntary/community sector landscape.
9. Experience managing delivery contracts or collaborative projects.

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Clare Knapman by emailing [clare.knapman@gloscab.org.uk](mailto:clare.knapman@gloscab.org.uk) or calling 01452 442017.



## **Applying for this post**

To apply for this post, please complete our application form, which can be found on our website, [www.gloscab.org.uk](http://www.gloscab.org.uk). Completed application forms should then be emailed to [info@gloscab.org.uk](mailto:info@gloscab.org.uk).

In accordance with Citizens Advice national policy, we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to you being able to take up the job.