



Job Description

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| Job title: | Partnership Manager |
| Department: | Brand, Marketing and Fundraising |
| Reporting to: | Senior Partnership Manager |
| Salary: | £45,727 per annum |
| Hours: | 35 per week |
| Location: | Based in London |
| Contract type: | Permanent |

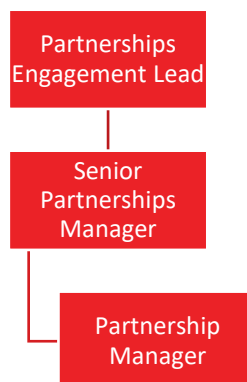
Aim and influence

Lead a diverse portfolio, delivering exceptional partner experience. You will be adept at fully engaging organisations with the cause, equipping and inspiring them to deliver maximum impact. You will expertly steward partners with a particular focus on growth to meet and exceed targets, playing a key role in achieving the partnership team's ambitious income goals.

Other key details

The post requires regular attendance of on and off-site meetings and events, including evenings and weekends. Time off in lieu will be given in accordance with Crisis TOIL policy.

Organisational chart



Job responsibilities

Partnership Planning and Management

- Co-development and definition of goals and aspirations for each owned account with clear metrics to measure success.
- Development of creative engagement plans that inspire staff to play their part in ending homelessness.
- Taking a strategic outlook that balances short-term wins with sustainability and meaningful, prolonged impact.
- Actively seek opportunities to broaden knowledge of the full scope of service delivery and how this can shape compelling funding propositions.
- Seek opportunities to enrich partnerships with co-development and elevate the voice of those with lived experience of homelessness.
- Ensure that funding proposals are of the highest standard and aligned to Crisis' long-term goals.
- Accountability of budget tracking and monitoring of account performance, identifying and mitigating potential risk as well as maximising success.

Relationship Management

- Consistently high level of account management ensuring that fundraising capacity and strategic influence of each partner is maximised.
- Fostering a growth mindset with partners that encourages innovation, adaptability, and exploration of the full scope of opportunity.
- Cultivation of strong relationships with key internal and external stakeholders.
- Work closely with the Senior Partnership Account Manager and other members of the Partnerships and National Engagement team to ensure a consistent and streamlined approach for Crisis partners.
- Contribute to a culture of collaboration, sharing insights and learning, and drawing on the expertise of others within Crisis to add value to partnerships.

Communication

- Establishing regular rhythms of reporting that effectively conveys impact, ensuring all data is accurately presented.
- Adapt communications accordingly to suit each partner and individual ensuring clarity and accessibility.
- Ensure that Crisis' values and supporter-in-the-room ethos are embedded in all decision-making.
- Approach the role through the lens of a true team player, contributing to a high-performing, supportive, and creative culture.
- Respect and meet professional standards in Fundraising and Data Protection, as published by the Institute of Fundraising and the Fundraising Regulator.



Aim and Influence

- Confidently communicate the complexity of homelessness, inspiring support at the highest level.
- Remain up to date with Crisis' key strategic priorities and progress against the ten-year strategy.
- Represent the Partnerships Team with professionalism across the organisation at all levels.
- Develop a strong understanding of homelessness and Crisis' aims.

Person Specification

Essential

- Experience of providing exceptional stewardship and account management.
- Experience of building impactful relationships with senior stakeholders, inspiring confidence, and support.
- Proven track record of driving value within partnerships, ensuring they hit and exceed fundraising targets.
- A comprehensive understanding of CSR and sustainability, with an awareness of CSR trends and how best to align with future opportunities.
- Strong problem-solving skills and proactivity in seeking opportunity from challenge.
- Ability to manage time and prioritise effectively.
- Excellent communication skills.
- Excellent influencing skills to develop internal and external relationships.
- Ability to take an entrepreneurial approach with the appetite and ability to learn quickly.
- Demonstratable knowledge of building robust cases for support and funding proposition.
- Willingness to source diverse opinions when overcoming challenges or developing opportunities.
- Commitment to Crisis' purpose and values including equality and social inclusion.

Desirable

- Experience of working in the private sector
- An understanding of working across and within devolved nations and regions.
- Experience working within an organisation supporting those at risk of or experiencing homelessness.



Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience. Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.



How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview, we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this, and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.