A colorful logo with a heart and hands

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Description automatically generated**Join Us as a Programme Manager at Forward Carers!**

**Role:** Programme Manager – Business Development

**Purpose:** As a key player in our vibrant social enterprise, you’ll not only coordinate and elevate the delivery of essential services and projects impacting the lives of countless unpaid carers, but you'll also be flexible and ready to cover, deputise, and support other managers as required, ensuring continuity and excellence in service delivery.

**Hours:** We operate a Smart Working Week where we make use of smart working practices to enable us to successfully meet our objectives across four days, Monday – Thursday. All staff have Fridays as a non-working day and receive 100% of FTE pay.

**Salary:** Actual salary range £32,234 to £39,880 (not pro-rated).

**Location:** Your home base will be Touch Base Pears in Selly Oak, and occasional UK travel.

**Benefits:** We work a4-day working week (Friday close), hybrid working, discounted access to Vitality programme.

**Reporting to:** Head of Service

**About Us:** As an award-winning social enterprise, Forward Carers is making waves in the support of unpaid carers. Our holistic service offer extends from Birmingham to Dorset, encompassing the Birmingham Carers Hub, Walsall Carers Hub, and the innovative Dorset Carers Card. We advocate for Carer Friendly Communities through our ID Scheme, partnering with businesses to offer discounts and benefits for carers. Beyond that, we engage with companies to enhance support for employees who are Carers, offering our Carer Aware Training and Carer Friendly Employer Commitment Mark.

**Your Impact:**

* **Strategic Leadership and Sales:** Drive growth in Carer Friendly Communities using your strategic vision and robust sales skills.
* **Sales and Growth:** Harness your sales prowess to articulate our value proposition and cultivate a robust business pipeline.
* **Collaboration & Relationship Management**: Build and manage key relationships, fostering a network of supportive businesses and organizations and guarantee a seamless onboarding and support experience for our clients.
* **Innovation:** Initiate service improvements through diligent monitoring, evaluation, and reporting.
* **Project Management**: Lead National Lottery-funded projects, focusing on digital inclusivity and community engagement.
* **Outreach and Training:** Engage with stakeholders to deliver top-tier training and foster long-term strategic relationships.
* **Marketing:** Play a pivotal role in our marketing strategy, enhancing our reach and impact on Carers' wellbeing.
* **Team Management:** Lead and inspire Project Managers and Coordinators to achieve excellence.
* **Representational Excellence:** Be the face of Forward Carers, exuding professionalism, and positivity.

**Who You Are:** A dynamic sales strategist and relationship cultivator, you have a robust background in developing meaningful business connections that lead to tangible outcomes and growth. Your career is marked by your talent for nurturing partnerships and a customer-centric approach that has consistently driven business growth. You have a natural flair for engaging with diverse stakeholders, from grassroots organisations to high-level executives, and your collaborative spirit has been key in forging lasting alliances. With a passion for social impact and a proven track record in sales, you’re adept at identifying opportunities, negotiating deals, and ensuring that relationships are both sustainable and mutually beneficial. Your interpersonal skills not only bolster relationship cultivation but also ensure alignment with our core values and objectives.

**You'll Thrive With:**

* **Expert Knowledge:** Proven experience in business development, ideally in a social care or non-profit environment.
* **Exceptional Skills:** Your organisational prowess, social media savvy, and networking abilities are top-notch. Along with Strong leadership skills with experience in managing teams and projects and excellent relationship-building and networking abilities.
* **Personal Strengths:** Diplomacy, self-discipline, and compassion define your approach to work and life.

**Ready to Make a Difference?** If you’re passionate about enhancing the lives of Unpaid Carers and thrive in a role that offers variety, challenge, and the opportunity to grow, we would love to hear from you. Your journey with Forward Carers promises to be rewarding, impactful, and a vital part of our community's support system.

**How to Apply?**

To apply for the role of Programme Manager – Business Development at Forward Carers, please submit your CV and a covering letter. Your application should show your experience, skills, and passion for the role. Include specific examples of your achievements in sales, business development, and relationship management.

In addition, please consider and answer the following questions and submit this with your application.

**Pre-interview Questions:**

1. Describe how your personal strengths of diplomacy, self-discipline, and compassion have influenced your approach to business development and relationship building in your career.
2. Can you provide a brief case study from your previous experience where you identified a new business opportunity and successfully integrated it into existing service offerings?

If shortlisted and invited for an interview, we will use your responses to these pre-interview questions as a key part of the interview process. This approach will allow us to gain deeper insights into your experiences and how they align with the needs of our organisation.

**Applications should be sent to** [**info@forwardcarers.org.uk**](mailto:info@forwardcarers.org.uk) **by Monday 22nd January and interviews will be held between 29th – 31st January 2024.**

We look forward to receiving your application, if you have any questions, please get in touch to find out about our Q&A session.