

The Community Partnership

Social Enterprise Hub in Loch Lomond and the Trossachs National Park

Business Development Manager

Part-time post 0.6fte

£28,000 pro rata

Based in the Loch Lomond and the Trossachs National Park area

Back Ground

The SEA Hub in Loch Lomond and the Trossachs National Park is a new venture jointly developed by The Community Partnership in LLTNP (CP) and the Social Enterprise Academy (SEA). The Hub will deliver SEA learning programmes in the operating area as well as seeking commercial opportunities and contracts.

Job Purpose

The post will serve people working for social change in Scotland through delivery of learning and development support - from social enterprises to third sector organisations and the broader workforce.

The post will work closely with The Community Partnership Development Manager to lead sales and the development of a new Social Enterprise Hub in Loch Lomond and the Trossachs National Park delivering Social Enterprise Academy learning programmes.

You will work with CP staff and the project team colleagues to stimulate and respond to demand for the Hub's products, design and deliver learning and development programmes for major clients and contracts, and ensure exceptional customer experience.

Job Description

Strategic Development

The post holder will:

- Help to build and maintain partnerships with key stakeholders in the social enterprise and third sector to ensure the growth and development of the Hub
- Design and lead on the development and implementation of a Hub market development and sales strategy, exploring opportunities in existing and new markets for the Hub products to drive expansion in the operating area.

- Work with and liaise closely with colleagues to ensure high quality delivery, marketing and communications, monitoring and evaluation of programmes
- Work with the CP staff to align and keep under review the communications strategy and Hub marketing and sales strategy

Business Development, Sales and Marketing

- Maintain relationships with key national and local players in the social enterprise, the community and third sectors and the private sector to expand the learning and development activities of the Hub
- Champion and sell SEA and Hub products in new and existing markets in the operating area
- Scope strategic projects, initiatives and delivery of programmes as appropriate to generate new revenue to ensure the sustainability of the Hub
- Identify and write high quality proposals, bids and tenders as necessary
- Represent the Hub at events and conferences

Learning and Development Solutions

- Support creative learning and development solutions with clients in collaboration with experienced tutors and core support
- Work with a diverse team of Associate Tutors to deliver learning programmes in response to demand, and develop an Associate Tutor team within the LLTNP area.
- Monitor the evaluation of learning and development programmes to ensure they are delivered to a consistent high standard and exceed learner expectations
- Monitor and analyse evaluation data to ensure continuous improvement of the Hub.

Hub Management

- Set, monitor and report on Hub targets and achievements to ensure that all KPIs are successfully met
- Take responsibility for the preparation, monitoring and reporting of the Hub budget to CP Development Manager
- Oversee and ensure targets are delivered project targets and provide accurate information for reports to funders
- Develop links with international SEA colleagues

Person Specification

This is a critical role in the organisation and we are therefore looking for someone who is keen for a new challenge, up for working with vibrant, entrepreneurial and dedicated people and colleagues and has a good value-fit with our organisation.

Having the right mind-set, attitude and approach is as important for us as having the right experience and skills. We appreciate that the best person might not have all the listed criteria yet, so if you feel your experience and skills will help you to make a great contribution in this role and you have the right mind-set, we would welcome an application from you.

Essential

- A desire to help change the world through learning and development
- A drive to achieve sales targets and exceed customer expectations
- A successful track record in business development and growing organisations
- An ability to create imaginative solutions to meet client needs
- Excellent people skills
- Sound management skills in project development including ability to motivate a team and organise activity, both internal and external (events) effectively
- Experience of budgeting and financial planning
- Excellent communication (both written and oral) and interpersonal skills are essential in relation to both colleagues and clients/customers
- Confidence in presenting effectively using a range of presentation skills, and credibility in representing the Hub to clients and audiences at all levels is vital
- Good IT skills with an ability to make use of management information
- Understanding of and commitment to, the values of equal opportunity, diversity and social enterprise

Desirable

- Experience of designing, delivering and selling learning and development programmes is an advantage
- Experience of facilitating leadership, management and business programmes, or of community development or community education would be an advantage
- Experience of working with or in the community or third sectors
- An understanding of the Scotland's enterprising third sector and familiarity with the communities of the LLTNP
- Keen to work as an integral part of a small organisation.

Management and Supervision

- You will report to the CP Development Manager under the direction of the CP Board