

Spend Partner Relations Specialist

(Salary as advertised)

**St James’s Park, London
with significant travel as
required**

37.5 hours per week

Permanent

1. Main purpose of the role

- ▶ Lead on the development and expansion of a regional network of Capital Card® spend partners, developing new partners that will enable service users to access a wide range of recovery capital-enhancing community opportunities
- ▶ Adopt an innovative approach to expanding the Capital Card® spend partner network, developing new types of spend opportunities and new relationships with spend partners
- ▶ Approach, recruit and manage relationships with spend partners
- ▶ Regular consultation with service users and ongoing review of partnership development, retention and quality

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to** Innovation & Research Manager
- ▶ **Line manages** N/A



Working relationships:



3. Role-specific responsibilities

<p>3.1</p>	<p>Development and expansion of the regional Capital Card® spend partner network</p> <ul style="list-style-type: none"> ▶ Contribute to and attend monthly Capital Card® meetings ▶ Identify and map prospective new spend partners ▶ Recruitment of spend partners in line with 5 Ways to Wellbeing and service user need ▶ Develop personalised presentations, approaches and resources for spend partner recruitment pitches ▶ Promote the Capital Card® at external events ▶ Support the development of the wider team’s partnership strategy ▶ Support planning for spend partner expansion based on Capital Card® data ▶ Capital Card® awareness raising and marketing activities
<p>3.2</p>	<p>Relationship management</p> <ul style="list-style-type: none"> ▶ Initiate spend partner relationships ▶ Develop appropriate systems to support spend partner relationship and account management, retention and quality ▶ Act as single point of contact for existing and prospective Capital Card® spend partners ▶ Be a strong, knowledgeable and approachable ambassador for WDP externally
<p>3.3</p>	<p>Protect the future business interests of WP</p> <ul style="list-style-type: none"> ▶ Protection of WDP intellectual property and innovation at all times ▶ Independently seek new and innovative partnership development opportunities

	<ul style="list-style-type: none"> ▶ Assist service implementations to build spend partner networks in new business localities
3.4	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP’s policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders and partners ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.
<p>4. WDP’s commitment to you</p>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. CQC represents the minimum standard we expect for all of our services. We therefore work with all of our</p>

staff to make sure that every WDP service/department provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.

5. Your commitment to WDP's values

5.1 Entrepreneurial

You will be driven by growing the company. You will have a competitive spirit that transfers to making sure that WDP is writing the best bids in the substance misuse sector. You will also be an innovator, contributing new and exciting ideas to help WDP grow.

5.2 In partnership

You will be an outstanding communicator within the team, within WDP and with external partners to ensure that WDP is delivering the best possible tender offers. You will also work to find new partnerships that can better us.

5.3 Strong belief in Service Users

You will believe in the capacity of all our Service Users for recovery and positive life changes. Your ambition for what they can achieve will be reflected in punchy, ambitious written responses for bids.

5.4 Community focussed

You will want to be part of a company that serves the community it works in. You will want to grow WDP's services because you believe that our offer will bring the most to the communities we serve. Your ideas and contributions will ensure that we improve local areas and improve residents' lives.

The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.

Person specification		E/D	Measured by
<p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
1.	Education, knowledge and experience		
1.1	Experience in stakeholder management, partnership and network building	E	A/I
1.2	Experience in sales, marketing or account management	E	A/I
1.3	Strong IT and communications skills including presentations	E	A/I
1.4	Education to degree level or equivalent	D	A/I
1.5	Facilitating workshops & training	D	A/I
1.6	A good understanding of the support needs connected to drug and alcohol, and mental health recovery	E	A/I
1.7	Experience of working in substance misuse services	D	A/I
2.	Abilities and skills		
2.1	Ability to influence others	E	A/I
2.2	Ability to tailor presentations and written work to audience	E	A/I
2.3	Ability to build capacity with individuals and organisations	E	A/I
2.4	Ability to meet deadlines under pressure	E	A/I
2.5	Ability to work autonomously	E	A/I
2.6	Excellent interpersonal and presentation skills	E	A/I
2.7	Proactive and able to inspire and enthuse others	E	A/I
3.	Working within WDP's framework of commitments to employees		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I

3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4. Key competencies			
4.1	Thinking and acting strategically	E	A/I
4.2	Knowledge of substance misuse frontline delivery	D	A/I
4.3	High competence in MS Word, Excel, Outlook, and PowerPoint.	E	A/I
4.4	Collaboration within a team environment, proactively helping others and the goals of the team	E	A/I
4.5	Representing WDP as a credible and engaging ambassador	E	A/I
5. Equality, diversity, vision, mission and values			
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
6. Circumstances			
6.1	Willingness & ability to travel as required for the role and attend meetings and other activities outside office hours	E	A/I
6.2	A flexible approach to workload.	E	A/I

6.3	Qualifications in Sales/Marketing	D	A/I		
			Authors		
	Version number	Date	Initials	Initials	Initials
	1.0	May 2018	HP		