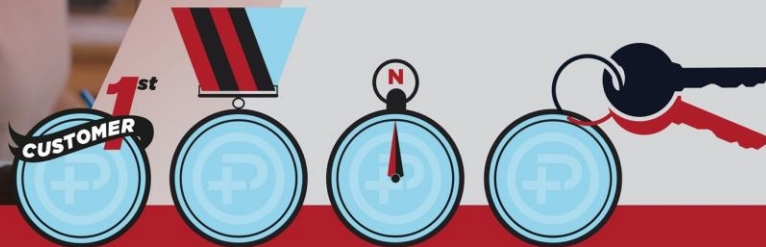


**“We change lives.
One individual at a time.
And in the same way, we’re
going to change society.”**



Job Description

JOB TITLE	SRF Development Manager
DEPARTMENT	Social Recruitment Framework – Employability
REPORTING TO	Head of SRF
CAREER GROUP	Management
DISCLOSURE LEVEL	Basic Disclosure

MAIN PURPOSE OF THE ROLE:

The Development Manager will lead on developing our relationships with SRF Training Providers – individually and as a total community – and on monitoring and improving the key performance metrics associated with the service, notably: (1) lead generation, (2) candidate conversion, (3) partner performance, (4) partner and learner growth, (5) operational efficiency measures.

The Development Manager:

- Will drive strategic and operational partnerships with SRF Training Providers
- Will take a lead on managing, maintaining relationships with SRF Training Provider partners
- Is accountable for managing the SRF forecasted profile from both Staffline and Master Vendor clients
- Will identify, understand and communicate pipelines and commercial opportunities to the wider business and SRF Training Provider partners
- Will ensure the processes and systems used in our current growth phase are optimised and are fit for operational delivery at greater scale
- Will constantly review the service, helping to progress key priorities and identify opportunities for improvement and growth
- Will market and promote the SRF service internally and externally as appropriate
- Will work collaboratively with different business areas across PeoplePlus and Staffline to deliver the service
- Will set, monitor and manage key performance indicators using data insights and MI to improve the service and strive towards having an industry leading job outcome rating
- Will performance manager partners by setting performance targets and managing against these.










KEY RESPONSIBILITIES

- Build and maintain strategic relationships with all SRF members
- Positively showcase PeoplePlus & the SRF to all SRF members via weekly remote contact and quarterly meetings
- Identify new partnership opportunities in line with PeoplePlus growth plans and priorities and work collaboratively with Business Development and contract teams to secure new SRF Training Provider partners
- Maintain a robust and accurate SRF Training Provider database to monitor member activity and renewals
- To support the growth of the SRF Traditional model with Staffline & Master Vendor employers
- Understand employer needs to support with matching suitable SRF Training Provider partners
- Regularly share vacancy forecast information with relevant SRF Training Providers to maximise business opportunities
- Build and maintain strong working partnerships with Account Managers/Sales and other PeoplePlus and Staffline group divisions
- Communicate effectively with employers to ensure SRF processes are followed through
- Support with weekly trading information based on profile and employer knowledge
- Support with monthly MPR data collation for the senior team
- Maintain all documentation in line with SRF processes
- Any other appropriate activities related to role
- Travel required throughout the UK

PERSON SPECIFICATION

Requirement	Essential	Desirable
Education, training and qualifications		
Relevant qualifications around customer, project or relationship management		?
Skills, knowledge and abilities		
Excellent use of IT particularly Excel. Good level of English	?	
Ability to communicate and build relationships with people at all levels	?	
Ability to recognise opportunities for SRF growth	?	
Confidence to promote the SRF	?	
Ability to work with a number of internal stakeholders	?	
Excellent organisational skills with ability to prioritise a demanding workload, meet deadlines and make clear decisions	?	
Strong team player with customer focus and the ability to work confidently and comfortably with private and voluntary organisations alike	?	
The ability to research, prepare, justify current performance data	?	
The ability to produce results to demanding deadlines and work on a number of key issues simultaneously	?	
Excellent written and verbal communication skills and IT literate	?	
A dynamic individual with a results driven approach and attitude	?	
The capability to contribute to the wider strategic development of the organisation, to think analytically and to utilise high level implementation skills		?
Experience		
Experience of working with corporate clients	?	
Experience of working in a client facing role and remotely	?	
Experience of successfully building and managing mutually beneficial partnerships	?	

Evidence of success in working and consulting with a wide range of organisations and partners to achieve agreed objectives	?	
Demonstrate trust, openness and respect in dealings with people	?	

DEMONSTRATE THE PEOPLEPLUS TRADEMARKS		Essentials	Desirable
	True North - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.	✓	
	Customer First - Helping our customers improve their lives is our 'why'.	✓	
	Own It - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.	✓	
	Improve to be the best - We want to be the best at what we do for our clients, customers, service users and learners. That means we have a passion to keep learning and improving. We never accept second best.	✓	
	Think big and take risks - Our leaders are always looking for Innovative new ways to delight our clients and customers. They know where they are going and inspire their teams to achieve amazing results. Speed is of the essence and they are prepared to take calculated risks – decisions are reversible and they learn from them. They are very happy to respectfully challenge their peers and once a decision is made they are wholly behind it.	✓	
	Take ownership with integrity - Our leaders take ownership and act on behalf of the whole company ensuring their actions have exceptional impact on the business in both the long and short term. They listen, are honest and treat people with respect and measure themselves and their teams against the best in the industry.	✓	
	Attract, retain and develop top talent - Our leaders act as coaches and mentors and are always looking to develop their teams, help their colleagues and raise the performance bar with every new hire and promotion they make. They recognise people with exceptional talent and willingly share them across the organisation.	✓	
	Simple is Best - Our leaders create a vision for their team and lead by example. They ensure everything they do, and expect from their teams, is simple and not over-complicated. They don't 're-invent the wheel' and share best practice across the business. They encourage the exchange of views and the generation of simple, innovative ideas to help us learn and grow	✓	
	Deliver Results - Our leaders live and breathe the PeoplePlus Vision and Trademarks. They never compromise and ensure their teams fully understand what is expected of them. They have exceptionally high quality standards and are constantly focused on delivering the business objectives in a timely way.	✓	