



Beams

Supporting disabled children & families

Job Title:	Commercial Service Manager
Reporting to:	CEO
We Are Beams Grade:	Band F
Location:	Allsworth Court
Working Hours:	37 per week

Job Purpose

To identify new business opportunities in order to generate revenue, improve profitability and Charity sustainability

To develop new relationships leading to additional income streams using our internal skills and capabilities.

To support strategic planning and positioning in the appropriate markets, enhancing the operation of the charity, its position and reputation.

To promote awareness of We Are Beams across Kent, promoting our Charity vision and service delivery.

Main Responsibilities and Duties:

Deliver a range of new income streams to generate revenue ,improve profitability and Charity Sustainability

Identify new business opportunities with potential new clients and markets and ways to serve existing clients better

Contacting potential new clients using a range of communication tools to gauge interest and plan meetings. Meeting new and existing clients in person

Preparing client presentations and marketing materials.

Foster and develop relationships with customers, clients, partners, sponsors and donors so that you can generate repeat business as well as finding new opportunities

Negotiating business terms with new and existing clients Understand the needs of your customers and be able to respond effectively with a plan of how to meet these

Draw up client contracts

Working with service managers to manage risks and develop robust processes

Training and mentoring of staff when needed

Attending networking opportunities including conferences and events

Have a good understanding of the Charity services and be able to advise others about them

Ensure staff are on board throughout the charity, and understand the need for change and what is required of them

Discuss promotional strategy and activities with the marketing team

To line manage staff and volunteers

Other Responsibilities:

Attending occasional evening or weekend meetings, and events where appropriate
Undertake relevant continuous professional development to ensure skills are updated

Prepare and present written reports and information as requested

Any other duties commensurate with the grade of the post and as requested by your Line Manager.

Flexibility to deal with emergencies as they arise

To ensure all work is carried out in accordance with We Are Beams Policies and Procedures.

Maintain Confidentiality at all times



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Personal Specification

The following outlines the minimum and desirable criteria for this post. Applicants who have a disability and who meet the Essential criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Degree, NVQ Level 4 <u>OR</u> solid & demonstrable relevant professional skills developed through work experience Safeguarding training 	
Experience	<ul style="list-style-type: none"> Demonstrable experience in Leadership and delivering new initiatives Working in a team Managing people Proven track record in working to and reporting on budgets Accurate data collection and the use of data to support bids / projects Track record of partnership / multi-agency working Experience in preparing and presenting papers for decision-making to senior leadership team and Board of Trustees. 	<ul style="list-style-type: none"> A proven track record in product / service management Working collaboratively within a senior leadership team Practical experience in creating and documenting operational processes
Skills and Abilities	<ul style="list-style-type: none"> Ability to work with a wide range of people in a sensitive, empathetic, approachable & courteous manner 	

	<ul style="list-style-type: none"> • Quick learner and self-starter • Good IT skills including Word, Excel and willingness to learn others • Flexible and adaptable approach / 'can do' attitude • Highly numerate • Project management and reporting • Excellent time management • Working with minimum supervision and ability to use own initiative to problem- solve • Excellent listening skills • Diplomacy and negotiation / influencing skills • Demonstrable track record of positive and inclusive approach to disability • Experience of building effective relationships with internal and external stakeholders 	
Knowledge		<ul style="list-style-type: none"> • Knowledge of charity / funding networks in Kent • Connections with local councils and small funders
Personal Qualities	<ul style="list-style-type: none"> • Willing to be a Team Player • Methodical in approach with an eye for detail • Personal commitment to equal opportunities and anti- discriminatory practices. • Commitment to continuing personal professional development. • Ability to stay calm under pressure 	

Other	<ul style="list-style-type: none">• Fulfil the requirements of an 'Enhanced Disclosure'. (this is an essential requirement for this post)• Ability to travel (usually within Kent to represent the Charity)	<ul style="list-style-type: none">• Willingness to work outside of office hours and at weekends as required.• Hold a full driving licence
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