

## **Engagement and Referral Outreach Lead**

Hours: 24 – 32 hours per week. We offer different ways to work flexibly including hybrid working options and part-time arrangements so please feel free to talk about what flexible working means to you at interview

Location: Flexible/WFH with occasional evening work. Office location is Stockport, SK1 1DS

Salary: £22,880.00 per annum FTE - (Pro rata to £13,728.00 based on 24 hours per week. Pro rata to £18,304.00 based on 32 hours per week).

As we strive to fully represent our diverse communities, we would especially encourage applications from Black, Asian and minority ethnic groups, Lesbian, Gay, Bisexual and Transgender people and disabled people.

### **About the role**

#### **Job Purpose:**

To identify and develop strong and positive relationships with a diverse range of referral partners to ensure a sustainable source of client referrals to our service. Your role will be key in finding the pipeline that will enable us to deliver on our ambitious growth strategy of doubling the number of women we support.

#### **Key Accountabilities:**

You will lead on driving referrals and growth of the organisation through a passion for and understanding of Smart Works Greater Manchester services and building excellent working relationships.

Reporting to the Business Manager, as Engagement and Referral Outreach Lead you will be an integral part of a small team, fundamental to our charity's operation.

Your principal role is to focus on growing our outreach activity with a range of existing and potential referral partner organisations across Greater Manchester and the North-West who refer women into our service. This will involve researching and identifying new opportunities for collaboration and reaching out virtually and over the telephone as well as representing the organisation at events and networking opportunities, sharing key messages and building our reputation to generate new partnerships.

You'll be responsible for developing and maintaining relationships with current referral partners which include: Job Centre Plus, Women's Refuges, justice organisations, employability programmes, housing associations, support groups and other third sector organisations.

This position provides an opportunity to be creative in engaging and involving both existing and new referral partners with an innovative approach to in-person and online events/activities.

You'll need to record and maintain accurate records and produce monthly reports on referral activity, so a working knowledge of MS Office applications is vital as is the ability to be able to keep your cool under pressure in order to manage competing demands for your time and respond quickly to problem solve as issues arise.

We are particularly keen to build referrals from those communities, age groups and locations currently underrepresented in our client profile and expand our reach across the region.

### **About You**

Are you an experienced negotiator and relationship builder interested in female empowerment, sustainable fashion and making a real change to society? If so, then this opportunity may be for you!

You will be a self-starter, action orientated and have excellent organisational and networking skills, to enable you to build and maintain successful partnerships to encourage referrals to our services.

A highly organised and positive individual, you will be passionate about empowering women to thrive in work and life. You will be a strong communicator, both verbally and in writing, be able to multi-task, think on your feet and bring a determination to meet our aim of helping as many women as we can get into work.

**Please note, candidates must identify as female, due to the nature of our services.**

### **Person Specification:**

#### **Experience**

- Demonstrable experience and understanding of using client databases and associated reporting tools
- Proven experience of generating leads through networking/relationship building either in a sales, recruitment or not for profit role
- Experience of delivering presentations both virtual and face to face to a wide variety of audiences
- Experience of producing reports, spreadsheets and power point presentations
- Experience of providing exceptional customer service
- Previous experience of working in a similar role with referral partners and/or unemployed women (desirable)
- Knowledge of the Charity/Not for profit sector in Greater Manchester/North-West of England (desirable)

#### **Skills and Aptitude**

- The skills and confidence to liaise with, influence, provide support to, and develop relationships with referrers, clients and volunteers
- Good understanding of current digital and social media platforms
- Excellent written and oral communication skills, with the ability to write and present clearly and concisely
- Excellent administrative and organisation skills
- Ability to problem solve and work to deadlines under pressure
- Self-motivated, able to work on own initiative as well as part of a team
- Ability to make effective use of a wide range of IT and digital applications (e.g. Office 365 including SharePoint and Teams)
- Committed to continuous professional development and maintaining pace with industry trends and developments
- Willing and able to work between an office and a home environment

**How to Apply**

To apply for this role, please submit an up-to-date CV, along with a succinct supporting statement detailing why you are interested in joining Smart Works Greater Manchester and how you would engage new referral partners.

Please provide both telephone and email contact details.

**Applications should be sent to [greatermanchester@smartworks.org.uk](mailto:greatermanchester@smartworks.org.uk)**

We are an equal opportunities employer, and we are determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.