

Sales and Partnerships Coordinator Job Description

Job Title:	Sales and Partnerships Coordinator
Funded by:	Self-funding
Hours:	22.5 hours per week
Contract:	Permanent
Responsible to:	Development and Training Manager
Location:	The Old Co-op, Ground Floor, 40-42 Chelsea Road, Bristol BS5 6AF

About Us:

The Peer Partnership works with people living with long-term health conditions and organisations to create effective, safe, and user-led peer support services across Bristol and beyond. We offer consultancy and training to share best practice with others designing, managing or implementing peer support, and provide all the necessary resources and skills to build successful projects and advocate the widespread acceptance and use of peer support as a valid and essential tool in supporting the resilience of people living with difficult circumstances.

Purpose of Job:

The Sales and Partnerships Coordinator will play a pivotal role in advancing The Peer Partnership's mission to spread peer support and best practice within the charity, health, local authority, and care and support sectors by promoting consultancy services and training programmes.

1. Lead on **strategic outreach and relationship building** with stakeholders and potential clients and customers for training and consultancy work within The Peer Partnership.
2. **Promote and market** the services of The Peer Partnership to potential new clients.
3. **Advocate for the need for The Peer Partnership's services** to a range of interested parties.
4. **Collect and review data to ensure continued development and improvement** of The Peer Partnership's marketing and promotion activities.
5. Additional **general duties** as outlined in the detailed job description below.

Main Tasks:

1 Strategic Outreach and Relationship Building:

- 1.1 Develop and execute a targeted outreach strategy to engage potential clients, partners, and stakeholders.
- 1.2 Identify decision-makers within the charity sector, healthcare sector, local authorities, and relevant organisations.
- 1.3 Cultivate strong relationships by emphasising the impact of our consultancy services and training programmes.

2 Promotion and Marketing:

- 2.1 Create compelling content tailored to different audiences that showcases our expertise in consultancy and training.
- 2.2 Utilise various channels (online, events, social media) to reach target audiences effectively.
- 2.3 Convert leads into active training and consultancy work in partnership with the Development and Training Manager.
- 2.4 Schedule training sessions and consultancy meetings.

3 Advocacy for The Peer Partnership's services:

- 3.1 Promote training, consultancy, and service delivery to potential partners.
- 3.2 Schedule workshops, webinars, and information sessions to showcase training offers.
- 3.3 Encourage participation from both internal staff and external stakeholders.

4 Data-Driven Decision-Making:

- 4.1 Monitor the effectiveness of promotional efforts and adjust strategies as needed.
- 4.2 Collect feedback from clients and participants to continuously improve services and to include in promotional materials.
- 4.3 Collate, analyse, and use feedback from delivered activities to support ongoing promotion of services.

5 General duties for all staff

- 5.1** Encourage involvement of clients in all opportunities offered by Brigstowe and The Peer Partnership, including: exchange of information; volunteering; service development; recruitment; voice and influence; and governance.
- 5.2** Work alongside other staff to carry out appropriate administrative tasks in support of their own work and the teams. Maintain effective monitoring systems relevant to the role.
- 5.3** Participate in regular supervision, staff meetings, staff training and development events and undertake training opportunities to carry out the role in the most effective manner.
- 5.4** Be aware of and adhere to all relevant financial procedures and regulations of Brigstowe and The Peer Partnership and report any discrepancies, either on the part of the post-holder or others, to the manager immediately.
- 5.5** Safeguard the confidentiality of all personal and organisational information, including information relating to staff, volunteers, trustees and clients. Ensure that all personal data is held in accordance with General Data Protection Regulations.
- 5.6** Work towards promoting equity and valuing diversity and inclusion in relation to everyone you have contact including clients, colleagues, volunteers and other professionals.
- 5.7** In line with Brigstowe/The Peer Partnership policies and local authority Adult and Children's Safeguarding Boards, ensure that clients are safeguarded by recognising, responding to and reporting any concerns of abuse or neglect.
- 5.8** Work with interpreting services as and when appropriate.
- 5.9** At all times to carry out responsibilities within the framework of Brigstowe and The Peer Partnership's policies and procedures.
- 5.10** Be a good team player and work constructively with colleagues, trustees and volunteers in all aspects of your work.
- 5.11** Be prepared to work evenings and weekends as the role requires.
- 5.12** Take responsibility for ensuring your own safety and not endangering that of others, in line with statutory and organisational requirements.
- 5.13** Undertake any other duties which may reasonably fall within the scope of the post.

Person Specification

Criteria	Essential	Desirable	Assessed by
Experience/Skills			
Experience in sales, income generation or a related area	✓		Application
An interest in peer support and improving outcomes for people experiencing challenging circumstances		✓	Application, Interview
Strong relationship-building and communication skills	✓		Application, Interview
Effective IT and numeracy skills (Microsoft Word, Excel, using databases and digital platforms)	✓		Application, Interview
Ability to assess, plan and prioritise work in a busy office to deadlines and targets	✓		Application, Interview
Ability to work on own initiative and as part of a team	✓		Application, Interview
Experience with Google Analytics		✓	Application
Experience of using social media		✓	Application, Interview
Knowledge			
An understanding of the importance of maintaining a client resource management system effectively	✓		Application, Interview
The confidence to engage commissioners and senior stakeholders	✓		Application, Interview
Personal Attributes			
A commitment to working within our ethos of respect, compassion, empowerment and inclusion	✓		Application, Interview
Passion for social impact	✓		Application
A commitment to embracing diversity and challenging stigma and discrimination	✓		Application, Interview
A commitment and drive to continuously develop, increase your knowledge and understanding, and become more able to solve problems as they arise	✓		Application, Interview
Willingness and ability to carry out all tasks in line with Brigstowe and The Peer Partnership's policies and to uphold these at all times	✓		Application, Interview
Willingness to work at weekends and evenings on occasion and when required		✓	Application, Interview