



## **Business Development Manager**

### **Who we are and what we do:**

Resilience Learning Partnership (RLP) are an education and training provider specialising in Psychological Trauma and Lived Experience. The majority of our workforce have lived experience of both psychological trauma and public services which allows us to imbed a deep and meaningful understanding of the complexities to consider when designing/redesigning public policy and service provision in Scotland. Our workforce is diverse and individual qualifications range from Post Graduate degree level to National Qualifications. Where individuals don't have the relevant or required academic/professional experience we work with them through new and innovative approaches to develop assets-based learning and development which allows them to develop the skills required to become part of the wider sector workforce in Scotland.

Since the creation of RLP just over two years ago we have been working to establish an organisation that will serve people in Scotland who have experienced psychological trauma.

- We are a training and education provider with a 'dual purpose'
- Our first purpose- to provide learning & development for staff across health, social care, education and criminal justice. We provide a variety of services including training, trauma informed policy design consultation, workshops, lectures, research, project work, programme writing & delivery and facilitation services.
- Our second purpose- is how we deliver our 'first purpose'.
- The majority of our workforce have lived experience of psychological trauma and/or the area which they deliver or work in. This could include and is not exclusive to; homelessness, criminal justice, domestic violence, addiction/recovery, looked after/care (if you were in care as a young person growing up at any point in life up to the age of 18), carer/young carer services, CSE/CSA (childhood sexual exploitation/childhood sexual abuse).
- We work to foundational principles of; CHOICE, COLLABORATION, EMPOWERMENT, TRUST & SAFETY. (We had the privilege of starting out with a trauma informed lens from day one!) Transforming Psychological Trauma Framework and Training Plan (NES- NHS Education for Scotland 2018/19). <https://www.nes.scot.nhs.uk/education-and-training/by-discipline/psychology/multiprofessional-psychology/national-trauma-training-framework.aspx>

As a small but growing social enterprise we are looking to expand our core team. We currently have an Business Development Manager position available.

As a response to the recent covid pandemic we created a covid response through an assets based community development approach if you would like to know more about our Crafty Kids initiative - see below link

Crafty Kids Feature Film: [https://youtu.be/ayI8gGaTs\\_g](https://youtu.be/ayI8gGaTs_g).



## Business Development Manager

### Duties and responsibilities of the post:

- Develop a business strategy for Crafty Kids and provide regular monitoring and evaluation reports for the relevant audiences
- Creating any new systems and procedures required to maintain the effective production and distribution of Crafty Kids products and service such as E-commerce site
- Working in collaboration with the Crafty Kids Production Line Manager & supporting them to manage Crafty Kids production line team (small team of 4 plus 2/3 volunteers)
- Raise awareness of the journey of Crafty Kids and its mission to remain a sustainable enterprise
- Share insight to inform research & development and product development
- Responsible for external communications & marketing for Crafty Kids (twitter, Facebook, Instagram)
- Responsible for working with funding & finance department to ensure budget for Crafty Kids are managed effectively (budget management responsibility up to 20k)
- Working in collaboration with funding officer to secure funding for Crafty Kids
- Working in collaboration with line manager (Managing Director) to set and achieve targets for sales and business growth
- Working with stakeholders to progress key partnerships and future collaborations
- Attending regular support and supervision sessions
- Participating in team and organisational meetings and training
- Work in collaboration with other staff members on project budgets
- Make Crafty Kids sustainable beyond the initial 12 months by working in collaboration with the funding officers
- Other relevant activities when required (more in-depth discussion around this at interview)

### Required Experience:

- Experience of managing small to medium sized teams
- At least 3 years' previous management experience
- Applying for external funding and managing projects funded by external parties e.g. local authorities or third sector grants.
- Knowledge of the 3rd sector & public sector services
- Experience of managing mid to large scale budgets
- Enterprise experience (sales / trading)
- Ability to work as part of a team, support and encourage others who report into you or work alongside you
- Experience of taking product/project from concept to completion
- Strong administration skills with a high attention to detail
- Excellent communication and organisation skills
- Ability to work autonomously and use initiative
- Basic knowledge of trauma informed practice and the willingness to further develop knowledge & understanding in this area
- Basic understanding of lived experience (The experience(s) of people on whom a social issue, or combination of issues, has had a direct personal impact. Baljeet Sandhu, 2017) and the willingness to further develop knowledge and understanding in this area

### Desired Experience:

- Lived experience of/or experience of working with those who have experienced psychological trauma of public services such as; homelessness, criminal justice, domestic violence, addiction/recovery, looked after/care (if you were in care as a young person growing up at any point in life up to the age of 18), carer/young carer services, CSE/CSA (childhood sexual exploitation/childhood sexual abuse)
- Understanding of the value lived experience brings to public service design
- Marketing experience
- Experience creating & managing E-commerce activities
- Social enterprise experience/retail sector experience
- Business development experience



## **Business Development Manager**

### **Application process:**

#### **Stage 1**

- CV
- Covering Letter (if you are a candidate with lived experience, please feel free to use the covering letter to discuss this if you feel comfortable)

#### **Stage 2**

- Interview panel
- Presentation, information to be given at shortlist stage
- Reference check (2)

**Closing date for receipt of applications:**

**14th May 2021**

#### **PVG/enhanced disclosure:**

As an organisation that is led and driven by lived experience many of our staff members have historical criminal records. We believe in fair and just recruitment practices and so please do not be put off that this role requires a Basic Disclosure please. We can support you through the process of acquiring one to make you member of our workforce.

If you would like to discuss anything further about this role or to decide if this role is right for you, please get in contact via email [info@resiliencelearningpartnership.co.uk](mailto:info@resiliencelearningpartnership.co.uk)