**Business Relationship Manager – Job Description**

**Department: -** Commercial Team

**Reports to:-** Commercial Director (Social Care)

**Location: -** North East & North West of England

**Salary: -**

**Purpose of role**

Cygnet Social Care’s Commercial Team is growing! We are looking for a Business Relationship Manager to join the team, supporting the North West and North East regions.

Cygnet was established in 1988. Since then we have developed a wide range of social care services for adults with autism, learning disabilities and those requiring elderly care within the UK. We have built a reputation for delivering pioneering services and outstanding outcomes for the individuals in our care.

Covering the North East and North West of England, the Business Relationship Manager will play a pivotal role in building relationships with Cygnet’s customers, working with them to identify appropriate Cygnet placements for their people, as well as establishing the demand needs within the local areas, to support with new developments. The Business Relationship Manager will be responsible for ensuring revenue targets are achieved and all KPIs are delivered for all of the services that they are responsible for, ensuring service sustainability is maintained.

This role will be home based, with the expectation to travel 3-5 days per month to visit services or attend meetings with customers. There is a requirement to attend the quarterly two-day Commercial Team meetings (location varies, accommodation provided). Own car and full UK driving license is essential.

**Summary of Responsibilities**

* All key customers to be identified and an action plan written to include the level and frequency of communication needed.
* Building and maintaining positive, strong, collaborative relationships with Cygnet’s customers (local authorities and ICBs) within the area.
* Maintaining regular contact with appropriate funders and community teams in order to generate appropriate referrals and understand their needs.
* Ensuring customers are aware of bed availability and identifying people who Cygnet can provide appropriate support for within their social care portfolio.
* Processing and coordinating all referrals from start to finish. Working with, and supporting the Service Managers and Assessment Team to progress these.
* Meeting key KPIs for Cygnet’s portfolio of specialist LD residential and supported living services across the North East and North West of England.
* Supporting operational colleagues with the maintenance of existing service users funding arrangements, ensuring these are kept up to date following care reviews, and are reflective of current support needs.
* Acting as a key and functioning part of the team within any service that falls in your area of responsibility. Maintaining positive working relationships with the Operations Team, and a strong understanding of current service activity.
* Leading on developing Cygnet’s supported living portfolio within the North East, nurturing strong partnerships with key stakeholders, presenting new opportunities to the Commercial Director and coordinating projects from start to finish.
* Promoting Cygnet’s presence within the area by attending conferences, engagement events and where appropriate, hosting external stakeholders to visit the services.
* Working with marketing to ensure all material is up to date and the strategy is aligned to the live availability.
* Maintaining a customer contact database and keeping this up to date.
* Promoting and ensuring the good reputation of Cygnet and the services you support is maintained. Acting as a positive role model, maintaining professionalism and demonstrating a positive attitude towards staff, service users, their families, carers, visitors and others.

**Person Specification**

In order to fulfil this role to the required standard, individuals will require the following skills and abilities:

* To have a broad based knowledge of current trends within social care, and specifically within the independent sector.
* Working knowledge of local authorities and other funders within social care.
* Previous experience of working with housing providers at supported living services, as well as supporting with/leading on new supported living developments (desirable).
* Previous experience of developing strong relationships with key and senior people within local authorities and ICBs, ideally in the North East & North West of England.
* Excellent people and relationship management skills.
* Experience in a sales role at a senior level, with a proven track record of success.
* Previous networking experience.
* Business minded, with the ability to understand high level financial reports.
* Able to work effectively as part of a team and independently.
* Proactive, and able to manage a heavy workload, whilst prioritising tasks accordingly.
* Able to use own initiative and is self-motivated.