

Role profile

Job Title:	Community Partnership and Business Development Manager	Grade: 12	Spinal column point range:
Department:	Adult Learning and Skills	Post no.:	
Directorate:	Economy and Sustainability	Location:	Perceval House
Role reports to:	Head of Adult Learning and Skills		
Direct reports:	Work experience delivery officers		
Indirect reports:	Team, internal and external stakeholders		

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To coordinate and maintain partnerships with employers, community organisations, and stakeholders to support the design and delivery of inclusive training programmes, career pathways, and work experience opportunities that meet local needs and priorities.
- To coordinate and manage partnership and business development activities that contribute to service growth, income generation, and the successful implementation of projects supporting residents into learning and employment.

Key accountabilities

1. Champion connected communities by linking neighbourhoods to growth opportunities and ensuring equitable access to skills and employment.
2. Design and manage business development activities to secure new funding, sponsorships, and commercial partnerships.
3. Support the co-design curriculum pathways with employers and community partners to ensure relevance and progression.
4. Manage sub-contracted delivery partnerships, including procurement, performance monitoring, and KPI delivery.
5. Design and implement innovative work experience programmes that support progression into employment.

6. Develop relationships with employers, anchor institutions, and community groups to expand the service's reach and impact.
7. Monitor performance against financial, quality, and impact targets; produce regular reports and recommendations.
8. Manage staff performance to ensure delivery excellence and continuous improvement.
9. Produce robust self-assessment reports aligned with service standards and inspection frameworks.
10. Undertake a programme of continuous professional development and support the delivery of the service's staff training programme.
11. Stay informed of national and regional developments in adult learning, skills, and funding policy.
12. Carry out all other duties commensurate with the role and the changing nature of adult learning and local government. Including covering colleagues' roles in times of need.
13. Ensure the efficient operation of the service, and in order to meet all of its stakeholders' needs, the post holder will be expected to work at any site across the borough including additional hours from time to time which may involve evening or weekend work.
14. Submit leave requests to your manager for authorisation, during peak times leave will be awarded in exceptional circumstances only and in a case-by-case basis.

Key performance indicators

- Achievement of personal objectives and service targets.
- Service maintains or exceeds the current Ofsted rating.
- Provider contracts and SLAs are robustly monitored - contractors deliver agreed targets on time and to correct standard.
- Delivery of LBE & GLA/DfE objectives.
- Positive stakeholder feedback from learners, partners, and regulators.
- Successful delivery of projects with demonstrable community impact.

Key relationships (internal and external)

- Internal: Managers, tutors, IQA, Council departments, elected members
- External: Employers, contractors, schools, residents, Ofsted, GLA, DfE, awarding bodies

Authority level

- People
- Finance – sign-off level of authority £5,000

Person specification

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Essential knowledge, skills and abilities

1. In-depth understanding of adult learning, community development, and business engagement.
2. Knowledge of teaching and learning principles, quality assurance, and inspection frameworks.
3. Strong IT skills (Word, Excel, email, internet) and data analysis.
4. Track record of successful employer and partner engagement to deliver high-quality skills training and work experience opportunities.
5. Knowledge of and experience in securing funding and developing income-generating initiatives.
6. Experience in contract management and compliance.
7. Proven ability to deliver outcomes in high-pressure environments.
8. Excellent communication skills across all mediums and levels.
9. Commitment to high-quality learning and work experience provision.
10. Experience in leading teams and managing complex projects effectively, within budget and to deadline.
11. Commitment to safeguarding, equality, and diversity.

Essential qualification(s) and experience

1. Degree level qualification or relevant expertise, experience, knowledge and/or skills.
2. Minimum of level 4 Teaching qualification in Further/Adult Education.
3. Minimum Level 3 ICT qualification or evidence of training in ICT including Word, Excel and e-mail or willingness to achieve this within a tight timeframe.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards