Head of Strategic Partnerships and Income Generation

Appendix to the senior leadership applicant pack

Job Description

Role details	Appointment details
Reports to: Chief Executive Leadership: Senior Leadership Team	Salary: £50,000–£53,000 per annum Contract: Permanent, 37.5 hours per week
Base: Bolster Community, Unit 1, Killeavy Road, Newry, BT35 6UA	Working pattern: Monday to Thursday, 09:00-17:30 and Friday, 09:00-15:00. Hybrid working

Benefits and wider employment arrangements are set out in the main recruitment pack.

Job Purpose

Lead Bolster Community's business development, strategic partnerships and income diversification, turning opportunities into financially sustainable activity that advances our mission. Develop our social enterprise, secure new income and contribute to organisational direction as a member of the Senior Leadership Team.

Reporting to the Chief Executive and working alongside the Head of Services, the postholder will take opportunities from concept through approval to investment or contract award and mobilisation planning. The Head of Services retains responsibility for ongoing service delivery. The postholder will work directly with the Board and deputise for the Chief Executive as required.

Key Duties and Responsibilities

1. Business development and income generation

- Lead and deliver an Income Generation and Diversification Strategy aligned with the Strategic Plan, taking ownership of the existing pipeline and agreed growth objectives.
- Progress identified opportunities and develop new services, commissions, grants and other sustainable income streams, including high-value and major donor prospecting.
- Lead social enterprise development to increase income and community impact.

2. Partnerships and opportunity development

- Build influential relationships with commissioners, funders, businesses, statutory bodies and community partners, converting relationships into tangible opportunities.
- Lead proposals, business cases, tenders, funding bids and commercial negotiations.
- Take opportunities through Senior Leadership Team and Board approval to investment or contract award and mobilisation planning, working closely with the Head of Services.

3. Strategic and organisational leadership

- Contribute to the Strategic Plan and annual business priorities as an active member of the Senior Leadership Team.
- Present robust proposals and recommendations to the leadership team and Board, including advising when an opportunity should not be pursued.
- Work with service leads to identify unmet need and align growth with organisational capacity, quality and community benefit.
- Deputise for the Chief Executive as required, working with the Board and modelling collaborative leadership and Bolster's values.

4. External influence and profile

- Represent Bolster in strategic networks, consultations and partnership forums to strengthen its reputation and influence.
- Advise on strategic positioning, key messages and impact communications, working with colleagues responsible for day-to-day communications.
- Contribute to relevant policy discussions and act as a spokesperson when requested by the Chief Executive.

5. Financial viability and accountability

- Assess full costs, financial return, risks, delivery requirements and long-term sustainability with finance and operational colleagues.
- Manage agreed budgets and report on the pipeline, income secured, partnerships, mobilisation, results and risks.
- Work within Bolster's governance, safeguarding and decision-making arrangements. The Chief Executive retains overall financial accountability to the Board.

Performance expectations

The Chief Executive will agree and review annual measurable objectives covering opportunity development, income growth and diversification, partnership outcomes, financial viability and successful mobilisation. Targets will reflect agreed priorities, resources and capacity. Indicative first-year priorities are in the main recruitment pack.

Person Specification

Category	Essential	Desirable
01 Qualifications and equivalent experience	A relevant degree for example in business, management, leadership, finance, social policy or community development; OR at least three years' equivalent senior-level professional experience in a relevant field.	A postgraduate or professional qualification in a relevant discipline.
02 Experience and achievements	At least three years' experience in business development, income generation or a comparable leadership role. A proven personal track record of progressing at least two opportunities resulting in secured income, contracts, charity partnerships or sustainable new services. Experience of developing compelling business cases, commercial proposals, tenders or funding applications, and taking decisions informed by costs, risks and likely return. Experience of building productive relationships and influencing senior decision-makers, commissioners, funders, commercial organisations or strategic partners.	Experience of commissioned services, public procurement or statutory funding in Northern Ireland. Experience of leading or growing a social enterprise, traded income or other non-grant income streams. Experience of influencing policy or representing an organisation externally. Experience of working with and reporting to a Board or trustees. Experience of leading or managing people or teams.
03 Knowledge and judgement	Strong commercial and financial judgement, including full cost recovery, financial viability, risk and sustainable growth. Ability to balance ambition with charitable purpose and organisational capacity. Sound understanding of governance, accountability and evidence-led decision-making.	Knowledge of community-based services, early intervention, family support, disability or related areas.
04 Skills and abilities	Initiative and confidence to identify opportunities, challenge assumptions, make recommendations and generate income to further Bolster's mission. Excellent negotiation, communication, influencing and relationship-building skills. Excellent research, proposal writing and presentation skills.	—

Category	Essential	Desirable
05 Leadership and values	Integrity and a collaborative leadership style. Commitment to Bolster Community's mission, values and inclusive approach.	—

Shortlisting and Selection

We welcome relevant experience from the voluntary, public or private sector.

Shortlisting will be based on the evidence provided in your application against the essential Qualifications or Equivalent Experience and Experience and Achievements criteria. You must demonstrate how you meet each requirement, using specific examples of your personal contribution and results. This must include at least two opportunities you progressed that achieved one or more of the outcomes specified. The panel will not infer evidence from job titles alone.

Interviews will assess all essential criteria, including your knowledge, skills, judgement and leadership approach. Shortlisted candidates will also complete a practical business development exercise, exploring how they would identify, evaluate and progress an opportunity—and recognise when it should not be pursued.

The main recruitment pack contains the recruitment timetable, application instructions, reasonable adjustment arrangements and pre-employment checks.

Bolster Community is a registered charity NIC107382 and company limited by guarantee NI655061. We are committed to safeguarding and safer recruitment. Eligible roles are subject to the appropriate AccessNI checks.

Senior Leadership Competencies

These behaviours describe how the postholder will lead, alongside the essential selection criteria. They reflect Bolster's values: People First, Compassion, Inclusion, Integrity and Collaboration.

01 Leading with purpose and strategic judgement	
Connects community need with Bolster's strategy and turns ambition into clear priorities.	
Strategic direction • Tests assumptions and long-term consequences. • Prioritises opportunities that advance our mission.	**Courageous decisions** • Recommends where to invest effort or decline an opportunity. • Keeps community benefit central.

02 Commercial and financial stewardship	
Combines commercial judgement with responsibility for charitable resources.	
Financial insight • Tests full costs, income potential and delivery capacity. • Builds credible, sustainable business cases.	**Balanced advice** • Negotiates terms that protect charitable purpose. • Gives the Chief Executive and Board clear advice on returns and risk.

03 Partnership and influence	
Builds trusted relationships that lead to practical opportunities and shared outcomes.	
Connected leadership • Listens to different perspectives and identifies shared interests. • Builds relationships across commissioning, business, philanthropy and communities.	**Credible influence** • Negotiates mutually useful agreements. • Represents Bolster with confidence, compassion and professionalism.

04 Enterprise and innovation	
Identifies and tests new routes to income and social impact.	
Opportunity development • Looks beyond funding calls. • Tests markets, products and service ideas using evidence.	**Inclusive enterprise** • Builds viable routes to growth. • Strengthens meaningful participation and opportunities for adults with disabilities.

Senior Leadership Competencies continued

05 Collective and inclusive leadership	
Shares responsibility for Bolster's success and enables others to contribute.	
Collaborative direction • Works constructively with the Chief Executive, Head of Services and trustees. • Leads across teams without relying on formal authority.	**Leadership confidence** • Welcomes challenge and different perspectives. • Deputises with sound judgement within agreed authority and accountability.

06 Delivering sustainable results	
Turns agreed priorities into measurable progress and sustainable outcomes.	
Delivery discipline • Sets owners, milestones and measures of success. • Maintains momentum from opportunity development to award and mobilisation planning.	**Accountability and learning** • Ensures clear handover to service colleagues. • Reports honestly on income, outcomes and risk, adapting to evidence.

07 Leading people and learning	
Creates a culture of trust, inclusion, development and respectful challenge.	
Supportive leadership • Leads with kindness and integrity. • Recognises strengths and supports colleagues' confidence and development.	**Growth and ownership** • Learns from feedback and setbacks. • Protects wellbeing while maintaining clear expectations and accountability.

Our Values

PEOPLE | FAMILIES | BRIGHTER TOMORROWS

Stronger people. Brighter communities.

People First

We put people at the heart of every decision.

Compassion

We act with kindness, respect and understanding.

Inclusion

We welcome difference and remove barriers to participation.

SAME VALUES BRIGHTER LIVES

Integrity

We act honestly, take responsibility and do what is right.

Collaboration

We work together to achieve better outcomes.

VALUING PEOPLE.
BUILDING BRIGHTER TOMORROWS.

Together we make a difference.