Part time (3 days per week) Water Industry Partnerships Officer – South West England & Wales. Based in Exeter.

Place of work:	South West Water (SWW) offices, Peninsular House, Rydon Lane, Exeter. EX27 HR
Pay band:	E
Salary:	21 hours (3 days), £24,023 pro-rata with excellent benefits
Reports to:	WIP Team Manager, South West and Wales (based in Exeter)
Manages:	Volunteers and Interns
Budget responsibility:	None
Travel:	Regular travel within the UK, occasionally overnight and, rarely, visits accompanying supporters overseas.

Team description

This role sits within the Water Industry Partnerships (WIP) team which is part of the Strategic Partnerships department. The WIP team is responsible for developing and supporting WaterAid's relationships with water companies and the wider water industry in the UK. This includes the account management of partner relationships, inspiring and managing volunteer committees, steering the development of corporate events, facilitating employee fundraising and participating in mass participation events and commercial opportunities.

Job purpose

Support the WIP Manager (South West and Wales) in the implementation of the WIP business plan by ensuring the delivery of effective and well aligned partnerships and robust systems and processes. In particular, to support and develop the partnership with South West Water (where the WaterAid officer is hosted and based), with Bournemouth Water (BW), also owned by SWW, and the SWW contractor alliance, H5O.

Accountabilities

1. Support the delivery of high-quality stewardship of the water industry and other partners by:
    - Adopting an account management approach for small and medium-sized partners

- Implementing and delivering a Partnership Development Plan for SWW, BW and H5O partners in collaboration with the WIP Manager, South West and Wales
- Supporting the WIP Manager, South West and Wales, in the development of, and where appropriate lead on, strategic relationships with all relevant areas of partners' businesses including HR, corporate affairs, customer engagement, communications and operations to ensure all opportunities are fully maximised
- Keeping abreast of news and developments within partners
- Supporting, and where appropriate lead on, the effective sell-in of new products, tools and campaigns to partners.

2. Support the successful delivery of WaterAid volunteer-led activities by:
    - Ensuring company committees are well resourced, structured, have an established programme of activity in place and are operating according to WaterAid's best practice and legal guidelines
    - Attendance at relevant events
    - Supporting partner employees working in other WA volunteer networks *e.g.* Community Speakers, School Speakers, national event participants, Glastonbury volunteers etc.
    - Ensuring that individual fundraising activities by partner employees are appropriately supported by the regional office and other WA teams *e.g.* Community and Events, Communications, Press etc.

3. Coordinate the administrative functions of the team by:
    - Ensuring all partner records are kept up to date on the WaterAid customer relationship management (CRM) system (EFFRA)
    - Ensuring all relevant income and expenditure is coded, entered and tracked accurately through the WaterAid CRM system and related systems *e.g.* online giving pages
    - Ensuring that all donations are tracked and suitably recognised within WaterAid best practise guidelines
    - Manage equipment and materials stocks and requests from SWW, BW & H5O
    - Book meeting rooms, food, accommodation and travel arrangements as necessary to support the team functions

4. Coordinate communications by:
    - Providing regular reports to partners incorporating both financial and qualitative (case study and country programme development) material.
    - Supporting partners in accessing suitable imagery and case studies for events and communications and other fundraising materials via WaterAid's Asset Bank
    - Working with the WaterAid Communications Team and partner contacts to maximise local media coverage of the partnership, fundraising activities and raising the profile of WaterAid generally as opportunities arise.
    - Producing stories and updates about partner's activities for WaterAid internal and external communications channels

5. Recruit, manage and develop support staff (primarily interns & volunteers) in the regional office

6. Undertake any reasonable tasks requested by the WIP Manager, SW & Wales or the WIP Team Leader.

Person specification

Essential

- Education to A level or equivalent
- Good understanding of the needs, priorities and perspectives of corporate partners
- Experience of corporate fundraising or related discipline.
- Excellent partnership building skills with an ability to negotiate and spot opportunities
- Experience of managing own time and multiple tasks to deadlines and prioritising own workload
- Possess a methodical approach to work with the ability to initiate, implement and complete tasks to a high standard and with minimum supervision
- Ability to use computers (word-processing, spread sheets, databases) and possess other skills required in a self-servicing post
- Possess excellent customer service skills with experience of dealing engagingly and effectively with external contacts face to face or by telephone
- Possess excellent, persuasive verbal, written and communication skills
- Ability to research and collate information and stories from various sources into reports and engaging copy
- Ability to build strong working relationships with colleagues from other teams.
- Commitment to WaterAid's values (Accountable, Always learning, Collaborative, Courageous, Inclusive, Inspiring) and a working style that reflects these
- Ability and willingness to be flexible and work varied hours, including some evening and weekend commitments and travel nationally as appropriate

Desirable

- Education to degree level or equivalent
- Experience of event management
- Experience of working or volunteering in the voluntary sector.
- Understanding and knowledge of the UK Water Industry
- Driving licence
- Experience of working or volunteering in a corporate fundraising environment