

Partnership Officer

Job Description

GROWTH & PARTNERSHIPS

Our mission is to build strong, inclusive, and respectful partnerships across Surrey that empower unpaid carers, increase engagement and strengthen community support. Guided by our values of **Focus, Inclusion, Respect,** and **Excellence,** we lead the development and delivery of impactful training programmes, strategic partnership engagement, and accreditation schemes across Surrey. Through these initiatives, we raise awareness, foster collaboration, and ensure unpaid carers are recognised, supported, and valued within their communities.

KEY INFORMATION

Post:	Partnership Officer
Pay Banding:	Band E: £31,517 – £32,493
Hours & Location:	Astolat – with opportunity for hybrid working. Working hours within Community & Partnerships service delivery hours. Flexibility will be required to meet the needs of carers and the evolving needs of the organisation (evening & weekend).
Responsible to:	Community & Partnerships Manager

ROLE OVERVIEW

The Partnership Officer is responsible for building relationships with community partners, embedding referral pathways, and leading the roll-out of accreditation schemes. With a specific focus on areas like VCSE engagement, the Partnership Officer will work to identify and support partners to become 'Carer Champions'. This role is proactive and data-informed, using insights to target engagement activity and build a network of organisations committed to supporting carers across Surrey.

KEY RESPONSIBILITIES

- Proactively build and maintain relationships with a wide range of VCSE and community partners, particularly those which work with under-represented groups
- Promote and support the roll-out of carer recognition and accreditation schemes e.g. 'Carer Champions'
- Use referral data to identify and engage with "cold spots" and nurture "hot spots".
- Establish and maintain referral pathways from partners into the organisation's services providing the operational teams (Coordinators) with the networks required to recruit carers locally.
- Facilitate and report on 'Carer Voice Forums' and other carer engagement activities to ensure co-production influences service development.
- Take responsibility and ownership of your area of work including your own training and development to make sure you can deliver excellence.
- Work across the organisation on projects and support organisation-wide events and activities.

PERSON SPECIFICATION – EXPERIENCE, KNOWLEDGE & SKILLS

Essential

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- Demonstrable experience in a partnerships, community engagement, or outreach role.
- Proven track record of building and maintaining effective professional relationships with a wide range of stakeholders, including community groups and voluntary organisations.
- Experience of working collaboratively to deliver shared outcomes and support vulnerable or underrepresented communities.

Essential Knowledge

- A strong understanding of safeguarding principles and procedures, particularly in relation to working with vulnerable adults and unpaid carers
- Awareness of the challenges faced by unpaid carers and the wider social care landscape.
- Knowledge of equality, diversity, and inclusion principles and how they apply to community engagement and partnership work.

Essential Skills

- Excellent communication skills, both written and verbal, with the ability to tailor messaging to different audiences.
- Strong negotiation and influencing skills, with the ability to advocate effectively and build consensus.
- Highly organised with strong planning skills, able to manage multiple priorities and meet deadlines.
- Proactive and self-motivated, with the ability to work independently and take initiative.
- Competent in using digital tools and platforms for communication, collaboration, and reporting.
- Full UK driving licence and access to a vehicle.

Desirable

- Experience working in the NHS, social care, or voluntary sector.
- Qualification in community development work or similar.

- Experience in promoting an accreditation or quality mark scheme.