Job profile

Job title: Partnerships Manager	**Responsible to:** Chief Operations Officer
Salary Grade: N – up to £60,564 per annum	**Contracted Hours:** 37 Hours (Full Time)
Responsible for: No direct reports (may manage project resources, consultants, secondees or partnership-funded posts as required)	

Purpose of the job:

To build purposeful strategic partnerships and external relationships that support delivery of SLH's Business Strategy, **Your Home, Our Community**, and create clear benefits for residents, communities and SLH.

The postholder will strengthen SLH's role as a trusted, visible and influential partner across Cumbria, building positive relationships across housing, health, adult social care, local and national government, the third sector, education and business.

Working with the Executive Team and wider Senior Leadership Team and colleagues across SLH, the postholder will identify opportunities for collaboration, investment and shared delivery, ensuring local knowledge and resident voice shape partnership priorities.

Key accountabilities:

As a member of the Management Team, the postholder will share responsibility for corporate leadership, working with colleagues and partners to deliver SLH's priorities in a way that reflects our values.

Corporate responsibilities

- Model SLH values through visible, consistent and collaborative leadership.
- Contribute to organisational decision-making as a member of the Management Team, providing professional expertise, constructive challenge and external insight.
- Turn strategic priorities into focused partnership activity.
- Ensure resident voice and community insight inform partnership priorities, proposals and decision-making.
- Champion equality, diversity and inclusion, ensuring partnerships support fair access, opportunity and positive outcomes for Cumbria's diverse communities.
- Take responsibility for health, safety and wellbeing within the role's areas of activity.
- Ensure information and data are managed accurately, securely and appropriately.
- Support strong governance, risk management, transparency and accountability across partnership arrangements.
- Deliver value for money by ensuring partnership activity has clear objectives, proportionate oversight and demonstrable benefits.

Strategic Partnership Development

- Develop partnership working in line with SLH's Business Strategy, building productive relationships across key sectors including:
- Housing providers and sector bodies
- Local authorities and developing combined authority arrangements, including the new regional Mayor who will be elected in 2028
- NHS, Health organisations and partnerships
- Adult Social Care
- Members of Parliament and Local Councillors
- Third sector, voluntary and community organisations
- Businesses and employers
- Education, skills and training providers
- Government departments, agencies and other public bodies

Place leadership and Cumbria

- Maintain a strong and current understanding of Cumbria, including its communities, housing needs, health inequalities, economy, geography, infrastructure and public service environment.
- Identify emerging challenges and opportunities that may affect SLH, our residents and communities.
- Ensure SLH contributes positively to place-based strategies, plans and initiatives relevant to our purpose and Business Strategy.
- Build relationships across Cumbria's semi-urban and rural communities, recognising different local needs, strengths and opportunities.
- Bring external intelligence and insight into SLH to support strategic planning, decision-making and service development.
- Advocate constructively for the interests of SLH residents and communities, using evidence, resident insight and organisational experience.

Business Strategy Delivery

- Support the Executive Team in delivering the strategic ambitions of Your Home, Our Community.
- Translate relevant opportunities arising from external relationships into practical proposals, programmes and measurable outcomes.
- Connect partnership opportunities with the right colleagues to support delivery.
- Lead or coordinate cross-organisational and cross-sector initiatives where appropriate.
- Ensure partnership plans have clear ownership, governance, milestones, resources and intended benefits.
- Contribute to strategic plans, Board reports and business cases linked to partnership opportunities.
- Maintain a clear focus on outcomes for residents, communities and SLH rather than partnership activity as an end in itself.

Influence, Advocacy and Reputation

- Act as a visible ambassador for SLH, promoting our purpose, values, priorities and contribution to Cumbria.
- Represent SLH confidently and professionally at strategic boards, forums, networks, conferences and stakeholder meetings.

- Build constructive relationships with MPs, councillors, public service leaders and other decision-makers.
- Strengthen awareness of SLH's work and the wider contribution of housing to health, wellbeing, economic opportunity and community resilience.
- Support SLH to influence policy, investment and service development relevant to our residents and communities.
- Prepare high-quality briefings, consultation responses, presentations and reports for the Chief Operations Officer, Executive Team and Board.
- Identify and manage reputational opportunities and risks arising from external relationships and partnership activity.

Regional and National Networks

- Develop and maintain relevant regional and national networks that support SLH's strategic priorities.
- Ensure SLH is connected to emerging practice, policy discussions and collaborative opportunities.
- Share useful learning and intelligence across SLH.
- Identify opportunities for SLH colleagues and residents to contribute to regional and national discussions.
- Represent Cumbria's housing and community context constructively within wider networks.
- Assess the value and relevance of network participation, prioritising activity that offers clear strategic benefit.

Decision-Making & Authority

- Make day-to-day decisions within delegated authority to support effective partnership delivery.
- Develop advice, recommendations and proposals for the Executive Team, Committees and Board as required.
- Manage any agreed partnership budgets, resources or commitments in line with SLH governance, financial controls and value for money principles.
- Escalate significant risks, issues or opportunities promptly, with clear options and recommended action.

Opportunity, Investment and Innovation

- Identify funding, investment and collaborative opportunities that support SLH's Business Strategy.
- Coordinate or support partnership bids, expressions of interest, proposals and business cases.
- Build relationships that bring expertise, resources, capacity or innovation into SLH's work.
- Support the development of initiatives that improve resident outcomes, strengthen communities or enhance SLH's organisational capability.
- Explore opportunities across housing, health, care, employment, education, digital inclusion, community development and environmental sustainability.
- Ensure new opportunities are assessed realistically, including their strategic fit, affordability, deliverability, risk and intended benefits.
- Support colleagues to secure and realise the benefits of external investment and collaborative working.

Performance Impact and Continuous Improvement

- Develop clear measures for the outputs, outcomes and impact of partnership activity.

- Monitor delivery against agreed objectives, milestones and intended benefits.
- Use evidence, stakeholder feedback and resident insight to evaluate effectiveness and identify improvements.
- Provide timely performance updates to the Executive Team, Committees and Board as required.
- Identify and escalate significant risks, barriers or unfulfilled partnership commitments.
- Promote learning and continuous improvement across SLH's approach to external engagement and partnership working.

Key Working Relationships:

- Executive Team, Senior Leadership Team, colleagues across SLH, residents, community representatives and strategic partners across housing, public services, business, education and the voluntary sector.

Leadership and Collaborative Working

- Lead through influence, building trust and shared ownership across teams, partners and stakeholders.
- Work collaboratively with colleagues who hold service, project or professional responsibility for delivery.
- Create clarity around roles, responsibilities, outcomes and next steps in partnership activity.
- Encourage learning, innovation and improvement through constructive relationships.
- Support colleagues and partners through change, keeping activity focused on residents, communities and agreed outcomes.

Person specification

Criteria	E/D	Assessment
Qualifications		
Degree, relevant professional qualification or equivalent experience	D	Application
Evidence of continuing professional development	E	Application / Interview
Level 4 housing qualification or willingness to obtain	D	Application
Experience and Knowledge		
Significant experience of developing strategic partnerships across organisations or sectors	E	Application / Interview
Strong understanding of Cumbria's communities, opportunities and challenges	E	Application / Interview
Experience working with senior leaders, public bodies, elected members or strategic stakeholders	E	Application / Interview
Credible organisational representation in external forums and networks	E	Application / Interview
Ability to turn strategic priorities into deliverable partnership activity and outcomes	E	Application / Interview
Understanding of housing, health, care, economic opportunity and community wellbeing	E	Interview
Knowledge of social housing, policy, local government, devolution and place-based working	E	Application / Interview
Experience identifying funding, investment or resources	E	Application / Interview

Experience preparing reports, briefings or presentations for senior decision-makers	E	Application / Interview
Skills and Attributes		
Excellent communication, influencing and stakeholder engagement skills	E	Application / Interview
Builds credibility and positive relationships across organisations, sectors and communities	E	Interview
Political awareness and confidence in complex stakeholder environments	E	Interview
Listens well, finds shared interests and creates practical collaboration opportunities	E	Interview
Strategic thinker able to turn external intelligence into advice and action	E	Interview / Test
Strong written communication, briefing and presentation skills	E	Interview / Test
Analyses complex information and presents balanced, evidence-based recommendations	E	Interview
Manages competing priorities, maintains momentum and delivers outcomes	E	Interview
Works independently and collaboratively across teams and organisations	E	Application / Interview
Commercial and financial awareness, including value for money and partnership risk	E	Interview
Valid driving licence and vehicle access, subject to reasonable adjustments	E	Application / Interview
Values and Behaviours		
Leads in a values-led way, modelling SLH values, acting with integrity and making balanced decisions for residents and the organisation. Creates an inclusive, respectful environment where colleagues can contribute, challenge and grow.	E	Interview
Upholds the Nolan Principles and embeds fairness, openness, honesty, accountability and leadership in decision-making and behaviour.	E	Interview
Shows a strong commitment to equality, diversity and inclusion, helping everyone feel they belong at SLH.	E	Interview
SLH values: Do the right thing; show respect and kindness, always; be honest and fair; make it happen; we all belong at SLH.	E	Interview
	E – Essential D – Desirable	Application / Interview / Test
Please note: No job profile can cover every task. The postholder may carry out other duties broadly consistent with this role.		
Role profile prepared by: Chief Operations Officer		
Review date: 01.09.29		
Location: Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. SLH operates hybrid working.		