

Job title	National Engagement Manager
Division / Team	Service Delivery
Reporting To	Head of Engagement
Salary	Band G
Working hours	Full time, 40 hours a week
Location	UK home-based role National travel will be required to support client and engagement events (once permitted in accordance with latest government guidance COVID 19).
Other comments	We would welcome applications from those with managerial experience: <ul style="list-style-type: none"> • within needs assessment, occupational therapy, speech and language therapy, IAPT services, SEN provision, social work, or vocational rehabilitation, • working within HE or FE student support (disability or mental health), • working within job coaching, supported internships or supporting the delivery of Access to Work funded provision
Job Purpose	This is a brilliant opportunity to join a dynamic and rapidly growing engagement team, we are looking for someone who can successfully generate new revenue streams through individual license funding pathways. The three primary goals are: <ul style="list-style-type: none"> • To support the development of company strategy around individual user grant funding, to replicate the success we have in the HE sector through the development of new funding options for individual Brain in Hand users. • To manage and build relationships with needs assessors and client prescribers recommending Brain in Hand to our service users; to generate referrals for Brain in Hand • To be an expert source of knowledge company-wide in the funding options available to support individual Brain in Hand Service Users.
Key tasks within the role include but are not limited to:	<ul style="list-style-type: none"> • Drive the growth of our individual user referrals through existing and new funding pathways • Explore, pathfind and develop funding opportunities for individual licences across the UK • Represent Brain in Hand in sector stakeholder events and promotional activity nationwide

	<ul style="list-style-type: none"> • Establish effective working relationships with Needs Assessors and client prescribers working within funding pathways such as Access to Work, Disabled Students' Allowance and Education Health & Care Plans (this list is not exhaustive) • Possess a strong understanding of Brain in Hand and how our referral, onboarding and delivery processes might vary between funding pathways Support the creation and maintenance of a library of resources for use by the Engagement / Service Delivery Team and external needs assessors / prescribers • Work collaboratively with the Head of Engagement, the Regional Engagement Managers and Marketing department in supporting Practitioner and Needs Assesor engagement • Manage and deliver presentations through a mixture of workshops, webinars, promotional events, calls and emails; to best suit the needs of the client • Provide regular information, updates and reports to the Head of Engagement and Service Delivery Director as required • Be responsible for managing and responding to enquiries (email/phone/web) by needs assessors and client prescribers in relation to funding options and process. <p>In addition, you may:</p> <ul style="list-style-type: none"> • Liaise with the wider Service Delivery team to ensure feedback from users and practitioners is communicated and acted upon • Contribute to the continuous improvement of our Service Delivery processes, in particular the ways in which we engage and communicate with the Needs assessors and client subscribers • Contribute to company-wide projects relating to (e.g.) business development, marketing, or product development • Undertake other administrative duties, or training and development, appropriate to this post as required.
<p>Essential Skills</p>	<p>There is no minimum level of education or qualification required for this role, but candidates must have:</p> <ul style="list-style-type: none"> • Educated to degree level or equivalent • 5 + years' experience managing client relationships in a similar role • A strong understanding of support and funding streams available within health and social care, education, workplace or private settings • Ability to communicate information, whether technical or non-technical in a clear and concise manner

	<ul style="list-style-type: none"> • Commercial awareness, and be a strategic thinker with a customer-focused outlook • Confidence and enthusiasm presenting, and delivering product awareness sessions online or in person • An excellent phone manner and written communication skills (SMS, text, email) • The ability to use initiative; to plan, manage and prioritise your own time, work to strict deadlines and see things through to completion • Strong interpersonal skills and comfortable communicating with at all levels, internally and externally • The ability to shape and promote your own ideas. • Good entrepreneurial skills and a natural ability to spot opportunities for referral generation
<p>Desirable Skills</p>	<ul style="list-style-type: none"> • Experience of remote working; working from home / being field-based, or managing a dispersed caseload • Confidence working with mobile technology – iOS and Android smartphones and tablet devices, downloading apps, internet and Wi-Fi connectivity on laptops / PCs / devices, cloud-based software, using Teams, etc. • Some experience of working with assistive technology or an understanding of the potential that AT has to change lives and to increase efficiency • An understanding of the impact hidden impairments may have on learning, confidence and independence
<p>Additional Information</p>	<p>This is a customer-facing role and you will be engaging with vulnerable service users and their personal information; therefore a DBS check will be required prior to independent working.</p> <p>This is a field-based position and national travel will be required (in accordance with latest government guidance in relation to Covid19) in order to engage with key stakeholders and to attend events, as necessary. As such it a requirement of this role that you have your own transport or have access to good public transport networks.</p>

Received by (name): _____

Signature: _____

Date: _____

This is a description of the job as it is presently stands and it will be reviewed periodically and updated to ensure it fully reflects the duties of the job.

