

ROLE PROFILE FOR

PRODUCTS & PARTNERSHIPS MANAGER

About the Church of England Pensions Board

The Church of England Pensions Board provides retirement services to those who serve or work for the Church. Both a regulated pension fund and registered charity, more than 43,000 people rely on us for their pensions. A leader in ethical and responsible investment, we carefully steward the £3.4bn of pension savings entrusted to us to not only grow our members' pensions, but also to drive systemic and lasting change across the industries and sectors in which we invest for a just and sustainable world. The Board also supports 2,500 retired clergy with housing, including managing a national portfolio of 1,200 rented homes and Community Living options.

We are working to open new choices and forms of support for our members around their future retirement plans, with housing and financial service industry partners. This includes bringing new tailored products to life on home ownership, financial advice, coaching and financial wellbeing, harnessing the expertise of those partners. We are now looking for a skilled Product and Partnerships Manager, to manage setting up these new future partnerships for success.

Our values

We include; you belong

We want the Pensions Board to be a great place to work. For us that starts with ensuring everyone feels that they belong and are valued for who they are and what they contribute.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

The Pensions Board, acting as part of the National Church Institutions (NCIs), which are the national office functions of the Church of England, offers a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience, we're looking for then we would like to hear from you.

What you'll be doing

Working as part of an Implementation team, this role will manage the design and stand up of innovative new partnerships to support our customers with their retirement plans. This will involve working with proposed partners to finalise the 'nuts and bolts' of how new products and referral paths will work in practice, with a focus on housing and financial services partnership areas. It will also involve setting up commercial arrangements that offer value for money and prioritise a seamless customer experience. Using your expertise, you will also support our teams to make the most of and broaden existing partnerships.

MAIN DUTIES AND RESPONSIBILITIES

Working as part of one of our programme teams, and with NCI finance, audit & risk and procurement teams:

- Quickly understand the existing partnership landscape – assessing where we need to formalise fledgling partnerships to bring new products and choices to our members, and where we need to conduct more due diligence or cultivate new opportunities.
- Build a good rapport with prospective partners, setting out a clear plan for getting from detailed design to a workable product and customer journey as quickly as possible.
- Working with partners to ensure excellent customer experience for our members, with seamless integration into other services and support offered by the Church.
- Run procurement and commercial negotiation processes to formally establish essential partnerships – likely to be a mix of invitation to tender style processes, and more innovative investment partnerships.
- Work collaboratively with internal colleagues to establish robust back-office processes to govern flow of money and data between partners and the Church, including defining and implementing feedback/reporting processes.
- Set the foundations of good partnership/supplier management, including a strong focus on quality assurance.
- Provide expertise to our team on navigating regulated markets e.g. knowing what type of questions to ask and when to seek specialist advice.
- Work with communications colleagues, to ensure that new choices supported by partners are communicated appropriately mindful of regulatory lines and the intended audience.
- Coach and support colleagues who are setting up signposting/informal partnerships with a range of housing providers, as to how to establish those relationships and ensure their success.
- Design and implement the right horizon scanning mechanisms within the team to help colleagues keep abreast of relevant developments around in financial advice, housing and related markets.
- Monitor feedback on relationships and work with partners to evolve services.

This role is for an initial period of 1 year, but with the potential for it to become permanent for the right candidate and subject to funding.

Your job description is intended to reflect your main tasks and areas of work but is not exhaustive. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone, and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience

- Significant knowledge and understanding of working in a regulated environment within financial services e.g. in the UK mortgage market and/or regulated advice market.
- Recent experience of working in a project-based environment with responsibility for leading change.
- Good experience of liaising with stakeholders (up to and including senior management) and adapting style to get the most from relationships.
- Good experience of customer-focused product and service design.
- Recent experience of running successful procurement and supplier due-diligence processes e.g. knowing the right questions to ask, how to run a structured selection process,
- Recent examples of delivering excellent value for money from partnership arrangements – not just thinking about cost but about impact.
- Experience of working in multi-disciplinary teams in a complex environment.
- Good working knowledge of Microsoft products and tools/techniques for tracking progress on deliverables.

Skills & Abilities:

- Exceptional customer service with a focus and commitment to delivering a high quality experience.
- Adept at solving problems that balance both customer and organisational needs.
- Highly collaborative with colleagues, customers and partners.
- Comfortable working with innovative ideas, with a good understanding of risk identification and mitigation.
- Quick to learn, self-motivated, and self-starting

Desirable

- Understanding of the structures of the Church of England
- Understanding of the housing market

Vacancy Summary

JOB TITLE:	Partnerships Manager
NCI ENTITY:	The Church of England Pensions Board
DEPARTMENT:	Pension Board Secretariat
GRADE:	Band 3 Select the salary terms
SALARY:	59,243
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House, Westminster
HYBRID WORK ARRANGEMENTS:	1 day per week
SUITABLE FOR FULL HOMEWORKING:	<input checked="" type="checkbox"/>
HOMEWORKING REQUIRED:	<input type="checkbox"/>
CONTRACT TYPE:	1 YEAR Fixed-Term
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	<input type="checkbox"/> N/A
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	<input type="checkbox"/>
ORACLE POSITION CODE:	8103993
COST CODE:	31445
PARENT POSITION:	Head of Implementation & Integration