

BUSINESS DEVELOPMENT OFFICER (LANCASHIRE LGBT INCLUSION SCHEME)

**Closing date: midnight September 24<sup>th</sup> 2023**



The flyer features the Lancashire LGBT logo at the top. Below it, a teal banner contains the text "Supporting all LGBTQ+ people to be happier, healthier and better connected". A list of services is provided, including information and support services, one-to-one sessions, counselling, peer support groups, webinars, and a partnership with NHS Leeds and York Gender Identity Service. A QR code is included with the instruction "Scan this code to visit our website". At the bottom, contact information is listed: website (www.lanctlgbt.org.uk), phone (07788 295521), and email (hello@lanctlgbt.org.uk). A small graphic of diverse people is labeled "Gender Outreach".

## About Lancashire LGBT

Founded in 2009, our aim is to support LGBTQ+ people across Lancashire to be happier, healthier and better connected. We support everyone on the LGBTQ+ spectrum across Lancashire as well as their family members and carers. This year we will have directly supported 1,186 beneficiaries.

The work we do:

- Run peer support and activity groups to improve health and wellbeing and reduce social isolation.
- Dedicated support worker giving regular one-to-one support to individual LGBTQ+ people.
- Counselling service delivered by volunteers

Since March 2021 we have created a series of unique 'LGBTQ+ mental health hour' webinars, exploring the intersections between diverse identities and LGBTQ+ mental health.

See <https://www.youtube.com/@lancashirelgbt9897>

We have a partnership with Leeds and York NHS Partnership Trust Gender Identity Service, hosting their 2 Gender Outreach Workers who are embedded with our team supporting local people who are on the Leeds GIC waiting list or on the care pathway.



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We support other local organisations across the Education, Health and Criminal Justice sectors to understand the needs of LGBTQ+ people better by offering guidance and training.

We also have a 'kite mark' Scheme to support organisations to be more inclusive of LGBTQ+ people as employers and as service providers.

## The Lancashire LGBT inclusion Scheme

The Lancashire inclusion Scheme's origins were from the Navajo Partnership and the Navajo Charter Mark, which was developed in Lancashire to support organisations to be more LGBTQ+ inclusive as service providers and as employers. The Navajo Charter Mark Scheme was formally handed over to Lancashire LGBT in 2012 and was brought up to date and launched in 2015 as the Lancashire LGBT Quality Mark. Since then, 60 organisations have engaged with the Scheme. This is the only LGBT accreditation scheme in the country focusing on inclusive service provision as well as employment.

From 2022 we conducted an in-depth review of our Quality Mark scheme including consultation with existing Quality Mark holders. After concluding our research, we have identified several areas where we believe the Lancashire LGBT Quality Mark scheme can enhance its structure and offerings. Our findings are based on feedback from current members, as well as benchmarking against similar schemes. We believe that these changes will ensure that the Scheme continues to provide an invaluable service for organisations seeking to create more welcoming and inclusive environments for LGBTQ+ people.

We are proposing to change the name from Lancashire LGBT Quality Mark scheme to possibly the LGBTQ+ inclusion Scheme.

We are also now moving to a membership model with different levels of membership depending on the size and income of the organisation. This will be a much better offer for local organisations.

## Developing the Scheme to the membership model

### **Job Overview:**

As the Business Development Officer for our Scheme you will be responsible for building and maintaining relationships with our members, providing guidance and advice on best practice in LGBTQ+ inclusion, and ensuring our member's satisfaction and engagement with our organisation.



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You will work closely with our Chief Executive to ensure that our member organisations receive high-quality resources and guidance that meet their needs and expectations.

The role will be focused on developing our Scheme to the next level to become a membership scheme. A key priority for Lancashire LGBT is to engage more private sector and public sector organisations in the Scheme, to grow awareness and take-up of the Scheme - with the longer-term view of generating sustainable income for our charity.

Please see below for Job Description and Person Specification.

**This post has grant funding for six months with the expectation that the salary will be subsequently subsidised by income generation.**

If you would like an informal chat about this role, please contact:

Lewis Turner

Chief Executive

Lancashire LGBT

Derby House, Lytham Rd,

Preston PR2 8JE

[lewist@lancslgbt.org.uk](mailto:lewist@lancslgbt.org.uk)

Mobile: 07788 294993

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| <b>JOB DESCRIPTION</b>  |  |
|---|--|
| <p><b>Job Title:</b> Business Development Officer<br/> <b>Responsible to:</b> Chief Executive</p>   | <p><b>Salary:</b> (FTE £38,025)<br/>           £16,225 (P.A)<br/> <b>Hours:</b> 16 (P.W)<br/> <b>This post has grant funding for six months with the expectation that the salary will be subsequently subsidised by income generation.</b><br/> <b>Closing date: midnight September 24<sup>th</sup> 2023</b><br/> <b>Interview date: October 5<sup>th</sup> 2023</b></p> |
| <b>Key Responsibilities</b>   |  |
| <p>1. Work as part of a team with partners and volunteers - acknowledge receipt of, show understanding of and work in accordance with all Lancashire LGBT policies, procedures and guidelines - carry out duties in a way which reflects that Lancashire LGBT is committed to equality of opportunity and anti-oppressive practices</p> |  |
| <p>2. Conduct the duties of the job description in accordance with the operational policies of Lancashire LGBT, including but not limited to the equality and diversity policy and code of conduct</p>  |  |
| <p>3. Prepare for and participate in line management supervision on a regular basis</p>   |  |
| <p>4. Maintain accurate and up to date project records on Lancashire LGBT system</p>  |  |
| <p>5. Prepare for and attend an annual appraisal with the Chief Executive</p>   |  |

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6. Adhere to time management procedures and prioritise your own workload as agreed through the supervision process in accordance with Lancashire LGBT policies and procedures

7. Attend and participate in any in-house or external training as may be appropriate

8. Maintain good working relations with Trustees, staff, volunteers and other stakeholders

9. Undertake any other reasonable duties as may be required and agreed with the Chief Executive

**Key Duties**

1. Generate income by bringing in memberships to the Scheme

2. Build and maintain relationships with our clients, including public, private, and third sector organisations to ensure their satisfaction and engagement with the Scheme

3. Relationship Building: Identifying, researching and targeting organisations as prospective Scheme holders

4. Provide support to local Scheme members with LGBTQ+ equity and inclusion issues as and when requested by them

5. Assess client submissions for our Scheme and give appropriate grading, feedback and help clients to plan to get to the next stage

6. Organise events and networking opportunities for our Scheme members (online and in-person)

7. Grow the membership of our Scheme to hit expected targets

8. Develop resources and guidance on LGBTQ+ inclusion for our members to access (for example policy templates)

9. Respond promptly to member enquiries and concerns, and escalate issues as needed

10. Manage client accounts and ensure accurate and up-to-date records

11. Work to develop and implement effective client communication strategies



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| 12. Track and report on client engagement and satisfaction metrics to help improve our services and events |
| 13. Provide regular reports on activities and outcomes to Chief Executive                                  |
| 14. These duties may be modified from time to time to suit the needs of the charity                        |

### PERSON SPECIFICATION

|   |
|---|
| <b>Essential</b>  |
| 1. In-depth knowledge and experience of implementing diversity, equity, and inclusion in organisations  |
| 2. Proven experience of business development and/or sales and income generation   |
| 3. Proven experience in a relevant field such as client account management or diversity, equity and inclusion work  |
| 4. Excellent communication and interpersonal skills, with the ability to build strong relationships with clients and stakeholders                         |
| 5. Strong project management skills, with the ability to prioritise and manage multiple tasks and deadlines   |
| 6. Ability to work both independently and within a team   |
| 7. Computer literacy and skills in Word, Excel, Word Press and online video conferencing platforms (for example Zoom and Microsoft Teams)                 |
| 8. Use of a car/willingness to travel for outreach to local organisations   |
| 9. As this is a programme for businesses and services in Lancashire and South Cumbria, you must live within travelling distance or be willing to relocate |
| <b>Desirable</b>  |



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|   |
|---|
| 1. Understanding of the business case for equity and inclusion in service delivery and employment |
| 2. Understanding of LGBTQ+ - specific equity and inclusion  |
| 3. Experience in delivering training  |

**Appointment will be based on merit alone**

### **Why work for us?**

We are a small friendly team who are passionate about making a difference for LGBTQ+ people.

A recent member of our team leaving us (to enter full-time postgraduate study) described the culture of our organisation as 'supportive, flexible, friendly, inclusive' in her exit questionnaire.

### **Terms and conditions**

- **16 hours per week**
- **12 days annual leave per year plus bank holidays pro rata**
- **Employers contributory pension – 5% of annual salary**