**Job description**

**Job title: Disability Business Partner**

**Reporting to: Disability Business Partner – Team Lead**

Business Disability Forum is the leading business membership organisation in disability inclusion. We are trusted partners, working with business, Government and disabled people to improve the life experiences of disabled employees and consumers, by removing barriers to inclusion.

* We work with over 600 members employing around 20% of the UK workforce and an estimated 8 million people worldwide.
* We advise, support and encourage businesses (many of them global) to become more disability-smart.
* We influence policymakers by representing the voice of employers, disabled employees and consumers.
* We provide evidence-based thought leadership on how business affects the lives of disabled people.
* We help effect changes in business practices, products, services and policies that positively impact the life experiences of disabled people, and also benefit business.

**Our values:**

* **Purposeful** – we are focused on removing barriers to disability inclusion.
* **Evidence-based** – we are informed and driven by unique insights from our membership.
* **Respectfu**l – we are supportive and approachable.
* **Pragmatic** – we find practical solutions that business and Government can implement.
* **Responsive** – we are constantly evolving to meet our Members’ and Partners’ needs.
* **Bold**– we are thought leaders who are not afraid to challenge.

**Job purpose:**

To engage with and develop productive working relationships with the BDF membership helping to further their disability agenda over time using our knowledge, member services and paid for products where appropriate. Disability Business Partners have direct responsibility for their assigned Members and are expected to ensure each of their Members uses the members services available most appropriate to them and takes opportunities to introduce our paid for services where it is beneficial to the Member.

**Key tasks and responsibilities:**

## On-boarding

* Ensure effective on-boarding of all new Member key contacts and put in place a structured strategic plan to be reviewed informally each quarter and formally at six monthly intervals.
* Liaise with the CEO to meet with new Member contacts early in the relationship through attendance at events and round tables.

## Relationship Development – Members

* Create an engagement and contact plan for each Member and ensure that this is delivered.
* Use suitable coaching frameworks to work with and support members as appropriate.
* Identify opportunities for additional engagement outside of this plan to build the relationship, e.g. around topical news hooks.
* Support each key contact to promote BDF Membership within their business and make links within BDF as required to ensure they maximise benefits and services available.
* Identify opportunities to add value to the Member relationship e.g. by offering BDF to speak at Member events or for Members to be featured in BDF events or other resources.
* Ensure the Member makes use of all benefits including flagging new resources as they are produced.

**Delivery**

* To provide written and verbal advice to Members to an agreed level of knowledge.
* Promote the use of the Disability Smart framework to each Member.
* To engage with training and professional development as necessary to ensure delivery of a consistent, high-quality service to Members.
* To keep abreast of disability practice to ensure consistent, high quality, leading edge delivery.
* Provide first line advice to Member key contacts by phone and in writing.
* Develop and refine relationship development practices to improve delivery of outstanding customer service.
* Follow delivery timings and communications as required by the Member year plan.

## Income generation

* To secure at least budget levels of Member renewals.
* Identify opportunities for Members to host or sponsor BDF events or activities.
* Maximise opportunities to sell consultancy to Members as appropriate, liaising with Senior Membership Development Coaches as appropriate to generate and close these.
* Introduce the Senior Development Coach to Members who may benefit from more detailed conversations about specific plans.
* Maximise opportunities to sell resources to Members as appropriate.
* Identify Members who may be ready for an upgrade to Partnership and flag these to the CEO and Partner/Taskforce lead so that a bespoke engagement plan can be put in place.
* Pursue leads for sales to non-members from whichever source.

## New member recruitment

* To work with the Member Development Manager to identify new Member recruitment leads in the sectors assigned to you.
* To engage with those leads, follow up initial discussions and to follow through to recruit new Members.
* To establish the ongoing Business Partner relationship with recruited Members via robust on-boarding processes and regular, relevant contacts throughout the member year.

Where a Business Partner has overseen the recruitment of a new Member from initial lead to completion this will attract a £250 payment for each successfully recruited Member upon receipt of a valid purchase order or payment to be paid in the next available monthly payroll run.

**Other:**

* To build productive working relationships with key people both internally and externally.
* To work as directed by, or in collaboration with, the Leadership Team to deliver the current business plan.
* To participate in quality assurance and continuous improvement activities as required.
* To update and maintain accurate records on the company information system.
* To complete, agree with manager and maintain objectives and key results reviewing and updating them on a quarterly basis.
* To be familiar with and at all times adhere to BDF policies and procedures as set out in the employee handbook.
* To promote and comply with BDF polices on equality and diversity with specific reference to disability both in the delivery of services and the treatment of others.
* Any other duty as may be assigned that is consistent with the nature of the job and its level of responsibility. Any changes will be made in consultation with the post holder.

**Line management responsibilities:**

None.

**Working contacts**

**Internal**

* Advice Service Team
* Communications & Marketing team.

**External**

* Partners and Members.
* Expert solution providers.
* Expert practitioners.

**Person specification**

We assess how candidates and post-holders meet the criteria through: application (A), interview (I) or testing (T). Adjustments will be made for all candidates throughout the recruitment process.

**Experience**

**Essential:**

* Track record of successfully providing paid for solutions meeting agreed financial targets (A, I & T).
* Proven experience in face to face and telephone sales (A, I & T).
* Experience of providing support and advice to experienced professionals (A, I & T).
* Experience of providing advice on disability related issues (A, I & T).
* Experience of working in or with business (private sector) (A, I & T).
* Experience of negotiating deals to conclusion within agreed frameworks. (A, I & T).

**Desirable:**

* Working in a membership organisation (A & I).
* Experience of working in the public and/or third sector (A & I).

**Skills**

**Essential:**

* Outstanding customer service skills (A, I & T).
* Able to maintain accurate data collection records and recognise the importance of such (A, I & T).
* Able to priorities a full contact list and workload (A, I & T).
* Skilled in delivering consultancy, training and advice on disability related issues (A, I & T).

**Desirable:**

* Agile working and project management methods (A, I & T).

**Knowledge and attributes**

**Essential:**

* Positive about promoting disability in the workplace (A & I).
* Positive about learning, development and change (A & I).
* Friendly, helpful and customer focused (A & I).
* Motivated, hardworking and enthusiastic ‘self-starter’ (A & I).
* In agreement with and supportive of BDF values (A & I).
* Tenacious (A & I).
* Accurate with attention to detail (A, I & T).
* Knowledge of disability Best Practice – or ability to learn it quickly (A, I & T).
* Knowledge of modern business methods (e.g. agile working) A, I & T).
* Knowledge of sales processes including active listening A, I & T).

**Desirable:**

* Knowledge of disability legislation and application in the workplace (A, I & T).
* Detailed knowledge of coaching theories and models and application in business contexts A, I & T).

**Qualifications – essential**

* Degree or equivalent work experience

**Equal opportunities**

We are committed to becoming disability-smart and an employer of choice irrespective of race (which includes colour, nationality and ethnic or national origins), sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity. The ethical and business case of ensuring that our workforce is representative of wider society is at the heart of what we do. **When we are recruiting, disabled candidates who meet all of the essential criteria will be offered an interview.**

**General terms and conditions of employment**

**Based:**

We are a hybrid workforce. Staff are to come into the office one day per week to work with the team and we are happy to discuss flexible working options including home working contracts with suitable candidates. The office is based near London Bridge.

**Hours:**

Our working hours are 9am-5pm (Monday – Friday), 35 hours a week. We offer opportunities for flexible working including variable start and finish times, hybrid or remote working.

**Length of contract:**

Permanent

**Salary:**

**£30,000 pa**, plus where a Business Partner has overseen the recruitment of a new Member from initial lead to completion this will attract a £250 payment for each successfully recruited Member upon receipt of a valid purchase order or payment to be paid. **On target earnings are £32,000pa.**

**Probationary period:**

Three months.

**Annual leave:**

FTE 25 days per annum plus statutory and bank holidays (33 days in total).

**After 3 months:**

* Auto-enrolment Workplace Pension Scheme 8% of gross salary.
* Permanent Health Insurance.
* Group Death in Service (Life Assurance 3 x Annual Salary).
* Private Medical Scheme.
* Group Dental Insurance (non-contractual contributory).
* Employee Assistance Programme.

**Accessibility statement**

Business Disability Forum is committed to ensuring that all its information, products and services are as accessible as possible to everyone.

If you wish to discuss anything in regards to accessibility or if you require alternative formats, please contact Barnaby Powell:

Tel: 020-7403-3020.

Email: [barnabyp@businessdisabilityforum.org.uk](mailto:barnabyp@businessdisabilityforum.org.uk).

**How to apply**

Applications should be by CV and a supporting statement, of up to 400 words, detailing why you think you would be suitable for the role. If you require any adjustments to the application process please contact Barnaby Powell as set out below. Applications should be addressed to Barnaby Powell, HR & Office Manager, Business Disability Forum, Nutmeg House, 60 Gainsford Street, London SE1 2NY. If you are submitting your application by email please do so to [barnabyp@businessdisabilityforum.org.uk](mailto:barnabyp@businessdisabilityforum.org.uk)

* Closing date for applications: 1 December 2024.
* First interviews are planned for the weeks commencing 2 & 9 December 2024.
* Second interviews are planned for the week commencing 9 December 2024.

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For further information on Business Disability Forum please refer to [www.businessdisabilityforum.org.uk.](http://www.businessdisabilityforum.org.uk)