



**Job Title:** Health Partnerships Development Manager

**Job Level:** Middle Manager

**Responsible To:** Health, Wellbeing & Partnerships Managers

**Direct Reports:** Community Health Coaches

**Place of Work:** The role will work across all venues, with travel essential and no permanent base.

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### **Purpose of the Job**

To develop and manage external relationships that result in new customers to Sheffield City Trust (SCT) health programmes. This role will have a particular focus on growing the Exercise Referral Scheme through engaging new partners to create new pathways from healthcare to exercise.

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### **Job Summary:**

- Manage the relationship between the SCT Exercise Referral Scheme and NCSEM, including key NCSEM clients and other healthcare partners
  - Understand, develop and promote existing and new pathways from healthcare to SCT exercise referral scheme
  - Develop, trial and deliver activities and initiatives that bridge any gaps in the above, or remove barriers to new customers engaging in SCT health activities
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### **Key Responsibilities:**

- Ensure appropriate rehabilitation methods are used for every customer
  - Collect and record outstanding customer and project stories in an agreed format
  - Advocate on behalf of the customer so that SCT can continue to improve its whole offer and customer retention strategies
  - Implement and comply with set data and management protocols, including confidentiality, according to GDPR guidelines
  - Provide staff management duties as required for external bookings and internal programme developments
  - Develop new external bookings for SCT venues
  - Support the Health, Wellbeing & Partnerships Manager in any Exercise Referral related grant applications or major new initiatives
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- To support in the smooth running of the day to day referral scheme with particular reference to new customer engagement and improving the customer journey and experience
  - Assist the operations team by ensuring programme type and equipment requirements are communicated effectively
  - To keep comprehensive records of all activity and the KPI figures
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### **Expected Behaviours**

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

- Advocate on behalf of the customer so that SCT can continue to improve its whole offer and customer retention strategies
- Proactive in developing new relationships with potential partners