

## Job Description



### Relationship Manager

**Hours:** 37½ hours per week

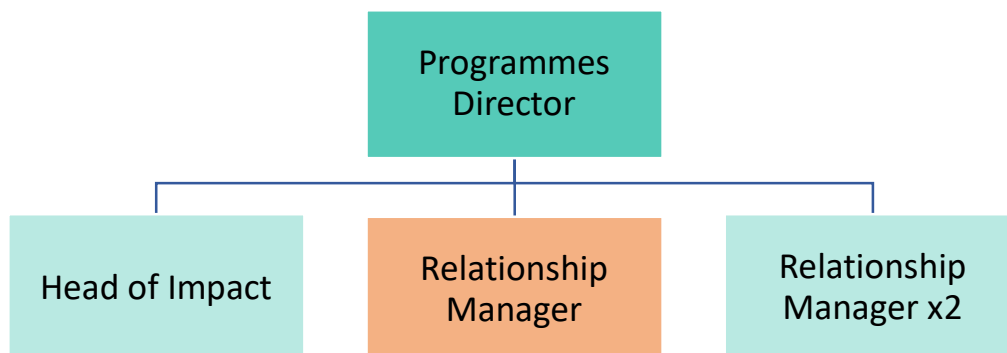
**Contract:** Fixed-term for 12 months  
Job-share or part-time working may be available

**Salary:** £31,000 - £35,000 FTE

**Base:** Chain Lane Community Centre, Knaresborough  
Flexible hybrid working

### Reporting relationships

This role reports to the Programmes Director



### Working Relationships



## Purpose of the Job

This role manages the planning, implementation and delivery of Better Connect's programmes. The postholder is the main liaison for delivery partners across multiple programmes. Working effectively with colleagues, partners, and funders, you will provide operational management to ensure effective high-quality delivery takes place across the programmes. The ability to build strong and enduring relationships with delivery partners and employers is key to this role.

## What this involves

Your main responsibilities:

- Build positive relationships with delivery partners, taking the time to understand the work they do and how they do it, and act as one of the main points of contact for them, providing support and programme guidance in line with our values.
- Manage overall performance of your delivery partners, ensuring that all partnerships achieve or exceed their targets, working with relevant colleagues to address underperformance.
- Build and maintain positive relationships with employers across the region, with a focus on micro businesses, SME's (small and medium size enterprises), large corporate organisations and the VCSE sector, to support positive outcomes for programme participants.
- Refer employers to the appropriate support provision delivered by our programme partners to help employees overcome barriers to work, promoting inclusive and sustainable hiring practices.
- Manage programmes that provide wage subsidy placements, supporting individuals into meaningful employment.
- Develop a strong working knowledge of Microsoft Excel and any other management information systems to support with programme and partner performance management.
- Lead on the support for your partner organisations to understand, and where necessary, improve performance through proactive management, support and challenge.
- Lead regular formal 1-2-1 meetings with all your partners to provide support and raise any audit and compliance issues or concerns.
- Work effectively with the other Relationship Managers and Programmes Coordinators to ensure all partners have a consistent high-quality experience of our programmes.
- Participate in regular internal programme performance meetings to develop a holistic understanding of programme performance and the level of compliance of each partner organisation.
- Proactively identify where delivery partners have training and development needs for delivery of our programmes and lead training and workshops to address these.
- Ensure the effectiveness of training and support we provide to partners is routinely analysed to support continuous improvement.
- Manage participant paperwork and monitoring processes that are based on principles of inclusivity and seek feedback to improve these throughout the programme.

- Utilise participant data to gain insight into the impact of support, ensuring a high-quality participant experience and that the programmes evolve and improve to meet the needs of participants.
- Support the enrolment of participants onto our programmes, liaising with potential referrers and supporting activities that promote the programmes and enable people to sign up.
- Contribute to the planning and delivery of partner workshops, local linking meetings, celebration events and other programme related events.
- Liaise with external stakeholders to ensure programmes are embedded within wider strategies and activities, including for referrals into our programmes and progression routes out.
- Identify examples of good practice and impact stories that could promote the good work of our programmes and ensure this information is proactively shared with the Impact Team.

Other tasks that may be less regular:

- Deputise for the Programmes Director in external meetings, as required.

## What we all do

- Contribute to the ongoing development and sustainability of Better Connect.
- Role model Better Connect's values at all times, using the values as a touchstone for communication, decision making and dealing with challenging situations.
- Seek out opportunities to build trust with colleagues and stakeholders, proactively engaging in behaviours that build trust and avoiding behaviours that erode it.
- Be aware of, and work within, all our policies, procedures and guidance.
- Maintain confidentiality over personal information and ensure all personal data is managed and processed in line with the General Data Protection Regulation.
- Maintain our information security and cyber security standards at all times.
- Take responsibility for ensuring you have the required skills and knowledge to fulfil all aspects of this Job Description.
- Contribute to the growth and development of Better Connect by regularly reviewing and updating your skills to ensure Continuous Professional Development (CPD), and that we are able to respond to changing needs of our partners and funders.
- Work towards the achievement of your own goals on an annual basis.
- Act as ambassador for Better Connect, protecting and promoting its good name and reputation, participating in external meetings and events as required, and feeding back appropriately to your line manager.
- Contribute content for the Better Connect website and provide blogs and think pieces on relevant subjects, as required.
- Undertake any other duties as required, which are commensurate with the range of activities described above and in line with any developments or changes in the role or organisation.

## Person Specification – Relationship Manager

	Description
<b>Experience</b>	<ol style="list-style-type: none"> <li>1) Experience of building effective relationships with a range of people</li> <li>2) Experience of working effectively across teams</li> <li>3) Experience of managing projects or programmes</li> <li>4) Experience of leading or managing people effectively</li> <li>5) Experience of employer engagement (small and medium enterprises, SME's)</li> </ol>
<b>Qualifications</b>	<ol style="list-style-type: none"> <li>6) Good level of general education with Numeracy and Literacy skills.</li> </ol>
<b>Skills</b>	<ol style="list-style-type: none"> <li>7) Ability to work on own initiative and solve day to day problems</li> <li>8) Well-developed presentational, negotiation and influencing skills</li> <li>9) Ability to make judgements and recommendations in the context of complex systems and risk</li> <li>10) Well-developed personal and networking skills and ability to build strong professional relationships</li> <li>11) Strong oral and written communication skills</li> <li>12) Good level of computer literacy including Microsoft Excel and Word</li> <li>13) Good time management skills and the ability to work to tight deadlines whilst managing competing priorities</li> <li>14) High level of attention to detail</li> </ol>
<b>Personal Attributes</b>	<ol style="list-style-type: none"> <li>15) Friendly and approachable manner</li> <li>16) Committed to high standards and continuous improvement (a growth mindset)</li> <li>17) Demonstrable commitment and modelling of Better Connect's values</li> <li>18) Demonstrable commitment to equality, diversity and inclusion</li> </ol>
<b>Other</b>	<ol style="list-style-type: none"> <li>19) Ability to travel independently across a large, rural county</li> </ol>