

JOB DESCRIPTION

Job title: Relationship Manager
Reporting to: Head of Relationship Management
Salary: £35k circa

JOB PURPOSE

To promote Group products and services to both existing and potential customers within a specified geographical location. Lead on the retention of allocated customers and seek out/nurture growth opportunities.

MAIN DUTIES AND RESPONSIBILITIES

- 1 To report monthly to the Head of Relationship Management on performance against Group income targets, personal KPI's and objectives, highlighting risk and suggesting action where required.
- 2 Identify opportunities for celebrating success and ensure these are shared with the Head of Relationship Management monthly.
- 3 Develop and take ownership of an area sales plan, considering KPI's and Group products and services to ensure growth targets are met.
- 4 Develop an understanding of the customer base and key income data relating to your areas.
- 5 Effectively manage and report on opportunity pipelines.
- 6 Manage and retain customer relationships ensuring a plan for engagement is in place.
- 7 Provide efficient and effective customer service and be the primary point of contact for internal and external customers in the context of relationship management.
- 8 Develop and nurture new partnerships and network opportunities.
- 9 Work collaboratively with the Communications Team to effectively execute the sales/growth plan.
- 10 Maintain knowledge of the regional skills landscape and key agendas by developing relationships with relevant stakeholders like LEPs, Combined Authorities etc.
- 11 Provide regional insight for the development of national growth plans to increase Group market share.

- 12 To provide effective administration and ensure customer management systems are kept up to date in a timely manner.
- 13 To liaise with the Director of Member Services and Communications and the Chief Executive, as appropriate.
- 14 To carry out duties and responsibilities in line with Skills and Education Group's values, policies and procedures.
- 15 To support and proactively contribute to operational improvements as appropriate and agreed with the Head of Relationship Management.

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out such other appropriate duties as may be determined by the Head of Relationship Management.

The post holder will be expected to adopt a flexible approach to support the efficient and effective running of the Company.

OTHER DUTIES

- 1 To ensure awareness of, and compliance with, all health and safety requirements taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of health and safety legislation.
- 2 To exercise proper care in operating, handling, and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.
- 3 To keep up to date, so far as is necessary for the efficient executive of the role, with new legislation, procedures, and methods.
- 4 To participate in the Company's appraisal process and to undertake appropriate training/development to ensure up-to-date knowledge and practices are applied and maintained for the efficient and effective performance of the post and to support the Company's strategic objectives.
- 5 To uphold and promote the Company's Equal Opportunities and Diversity policies and practices.
- 6 To present an appropriate professional image on official Company business.

TERMS AND CONDITIONS

This post is subject to the terms and conditions determined by the Skills and Education Group.

PERSON SPECIFICATION

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	Essential	Desirable
Education and Qualifications		
Good standard of education (Level 3 - A Level or Vocational).	✓	
Higher Education Qualification.		✓
Experience		
Previous experience in a business development role.	✓	
Excellent working knowledge of Microsoft office systems.	✓	
Proven track record of customer relationship management.	✓	
Experience of data analytics and report writing based on data findings.	✓	
Previous experience gained within the education sector.		✓
Skills and Competencies		
High level of accuracy and clarity in work produced.	✓	
The ability to travel for work, plus occasional overnight stays, if required.	✓	
Exercises discretion at all times in their work.	✓	
The ability to nurture and build strong relationships with customers.	✓	
Proactive approach to work and problem-solving skills.	✓	
Excellent communication and interpersonal skills.	✓	
Self-confidence and self-awareness.	✓	
Good ethical judgements and decision making, based on information.	✓	

Promotes positive recognition of differences and mutual respect.	✓	
Must be able to work autonomously.	✓	
Is self-motivated and enthusiastic.	✓	
Ability to work flexibly as part of a team.	✓	
A demonstrable commitment to equality, diversity, and safeguarding.	✓	

March 2021