

JOB DESCRIPTION

Job title: Relationship Manager
Reporting to: Head of Relationships, Membership and Professional Development
Salary: £35,000-£42,000

JOB PURPOSE

To promote Group products and services to both existing and potential customers. Lead on the retention of allocated customers and drive growth opportunities.

MAIN DUTIES AND RESPONSIBILITIES

- 1 To report monthly to the Head of Relationships, Membership and Professional Development 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 Relationships, Membership and Professional Development 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, product offer and key income data relating to your area.
- 5 Working with the Marketing team, lead on campaigns to generate new business across and effectively manage and report on opportunity pipelines.
- 6 Manage and retain customer relationships ensuring a plan for engagement is in place.
- 7 Work collaboratively across the Group utilising specialist teams to allow you to retain and grow customer base e.g. End-Point Assessment, Centre Support, Business Growth, Quality and Compliance teams.
- 8 Provide efficient and effective customer service and be the primary point of contact for internal and external customers in the context of relationship management.
- 9 Develop and nurture new partnerships and network opportunities.
- 10 Work collaboratively with team to effectively execute the sales/growth plan.

- 11 Maintain knowledge of the skills landscape and key agendas by developing relationships with relevant stakeholders, such as Combined Authorities, Skills England.
- 12 Provide landscape and competitor insight for the development of plans to grow customer income and Group market share.
- 13 To provide effective administration and ensure customer management systems are kept up to date in a timely manner.
- 14 To liaise with the Director of Business Growth & Engagement and the Chief Executive, as appropriate.
- 15 To carry out duties and responsibilities in line with Skills and Education Group's values, policies and procedures.
- 16 To support and proactively contribute to operational improvements as appropriate and agreed with the Senior Team.

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, Memberships and Professional Development.

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.