

PERSON SPECIFICATION

ROLE: Relationship Manager

REPORTING TO: Head of Relationships, Membership and CPD

Education & Qualifications	Essential	Desirable
Good standard of education – must possess GCSE English and Maths	✓	
Educated to degree level		✓
Management Qualification		✓
Experience	Essential	Desirable
Working as part of a team	✓	
Customer service experience	✓	
Experience working to targets.	✓	
Previous experience in an awarding body/further education setting		✓
Strong relationship management skills and experience	✓	
Experience of consultative selling	✓	
Experience writing reports, analysing trends, and interpreting data.	✓	
Skills and Competencies	Essential	Desirable
High level of professionalism and ,’can-do’ attitude.	✓	
Attention to detail and proof-reading skills	✓	
Good presentation skills	✓	
Strong systems/IT skills		✓
Proactive approach to work and problem-solving skills	✓	
Excellent communication and interpersonal skills	✓	
Self- confidence and awareness	✓	
Can work autonomously and is a good collaborator	✓	
Ability to work flexibly	✓	
Commitment to equality, diversity, inclusion and safeguarding.	✓	