Relationship Manager Job Description

SCHOOLS NorthEast Trading Ltd is looking to recruit a highly motivated Relationship Manager to join our small but very successful team.

SCHOOLS NorthEast Trading Ltd is the trading arm of the charity SCHOOLS NorthEast. SCHOOLS NorthEast is the first, and only, regional schools-led network in the UK. It represents all 1,300 schools in the North East. SCHOOLS NorthEast is an inclusive network creating a unique culture of collaboration and mutual support and bringing the expertise of our members to benefit developments within our region.

Reporting to Directors, your role is to engage target audiences to support the SCHOOLS NorthEast brand, to ensure maximum uptake of products and services and to support revenue generation to ensure the organisation can continue to deliver on its social purpose.

Working with Directors, you will promote the work of SCHOOLS NorthEast and identify opportunities to further support schools. You will build upon existing relationships to widen the charity’s engagement with schools across the region and to extend the impact the charity delivers on behalf of North East schools. This is a diverse role which offers tremendous opportunity to shape and implement programmes that make a real difference in schools.

In particular, you will be responsible for the successful growth of the **Jobs In Schools | North East** recruitment portal. You will be expected to achieve targets in relation to increasing school sign-ups to the portal, increasing engagement with the jobs board and driving campaigns to increase candidate sign ups and use. You will be supported in this role by the wider SCHOOLS NorthEast team, which includes a dedicated Events Manager, Communications Officer and Membership Administrator.

An understanding of the education environment and the region’s schools is an advantage, but not essential.

You must be a mobile self-starter, willing to travel within the region, with experience of developing client relationships and accounts to achieve challenging targets; a can-do attitude; and a strong interest in education within the North East. Key tasks include:

* Successfully achieving targets in relation to new sign-ups and renewals to the **Jobs In Schools | North East** portal;
* Supporting the Directors in developing and implementing effective stakeholder engagement and marketing strategies;
* Effectively engaging stakeholders, particularly Head Teachers, School Business Managers, and their various cluster groups, to become more closely involved with the SCHOOLS NorthEast membership schemes, events programme, and lobbying activities;
* To network and promote SCHOOLS NorthEast activities, developing and maintaining links with stakeholders and relevant organisations through a variety of channels including face-to-face presentations, digitally, and regular e-communications;
* Working with the wider SCHOOLS NorthEast team to devise effective engagement and awareness campaigns;
* Assisting with lead generation activities, including telesales;
* Working as an integral member of a small team, willing to undertake tasks as needed to deliver the aims of SCHOOLS NorthEast Trading Ltd.

Person specification

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|  | **Essential** | **Desirable** |
| **Personal Skills and Qualities** | Strong interpersonal skills, including excellent influencing and negotiating skills.  A very confident and experienced networker.  Ability to meet targets and work under pressure.  Ability to use own initiative and to work effectively alone and as part of a team.  Excellent written communication skills.  Ability to present to diverse audiences.  Problem solving skills, able to use creativity and innovation to generate solutions to challenging issues.  Enthusiastic and proactive attitude. | Interest in and ability to quickly gain understanding of issues affecting schools in the North East. |
| **Experience and Knowledge** | Significant experience of expanding and developing client portfolios.  Ability to influence at senior level and demonstrable political sensitivity.  Proven ability to develop and execute a clear sales/marketing strategy.  Knowledge of Microsoft Office packages. | Experience of education recruitment  Experience of working at a regional or national level.  Experience of liaising with senior figures in education, business, politics and the media.  Experience of managing a contacts database. |