

Job Description

Job title: Relationship Manager, Create Jobs

Hours: Full time

Contract: 12 months (with possibility of extension with further funding in place)

Reporting to: Senior Relationship Manager

Salary: £33,109 - £39,396

Relationship Managers play a key role in ensuring that Create Jobs interventions are co-designed and co-delivered with industry partners. This roles ensure that all interactions with employers result in a specific pipeline approach that positively progresses young people into paid opportunities.

About us:

A New Direction is a not-for-profit organisation that exists to ensure that all children and young people in London can develop their creativity and play an active part in the culture and heritage of the city.

Create Jobs is A New Direction's employability programme for young Londoners. Our vision is for a dynamic and diverse creative workforce. Through Create Jobs, we are transforming London's workforce by supporting and developing individuals who are under-represented in the creative and digital industries. To do this we deliver:

Training - we co-design industry-based training with top employers

Opportunities - we help young creatives into paid employment

Connections - we connect talented, creative young people to mentors and peers.

Core values:

Our values are embedded in how we work with young people, partners, funders and as a team. They are:

Equity: We believe all children and young people, regardless of wealth, geography or luck should have the opportunity to take part in culture and develop their creativity. We will always work to support those individuals and communities who are experiencing barriers and challenges.

Culture and creativity: We believe that culture and creativity is crucial to personal and collective fulfilment, as well as critical for our economy. We place shared heritage, stories, imagination at the centre of everything we do

Trust: Trust is an essential part of how we realise our work and it is our belief that young people would be better served if the creative, cultural, education, and business sectors trusted young people more and worked together for their best interests.

About the role:

The Relationship Managers play a key role in ensuring that programme activity and input is informed by and co-designed with industry partners. This role is on the frontline of our interaction with employers where Managers are leading the relationship management. This includes how employers are onboarded into our way of working, the setting of live briefs, mentoring, training and workshop facilitation, and job creation. We have some exciting programmes that this role will support, including a focus on developing partnerships and relationship management across start-up enterprises, creative and digital agencies.

Key responsibilities:

- **Strategy & planning** - To maintain and develop existing and new employer partnerships supporting core Create Jobs delivery including training courses and mass recruitment
- **Business development** – To work with the Create Jobs senior management team on strategically growing industry partnerships, including bringing in new employers and agencies as required
- **Stakeholder management** - To maintain clear and consistent reporting systems with funders and stakeholders, representing Create Jobs at steering group meetings, driving strategic planning and managing ongoing relationships with diplomacy and transparency
- **Press / PR** - To work with the PR and Marketing Manager to capture the narrative of delivery. This includes contributing to the writing press releases, direction of video content – ensuring the story of our work is being effectively captured
- **Events** - To produce and manage employer events that support the Create Jobs employer outreach strategy
- **Monitoring** - To compile monitoring data that tracks outputs, progress and outcomes, leading to quarterly reports
- **Contacts / CRM** - To help build and maintain our contacts database and jobs monitoring systems (Salesforce), ensuring high quality data input and processing – using CRM systems to strategically build and share who and how we work
- **Finance** - To work closely with the finance team on budgeting, contracts and wider financial systems

This is a description of the job as currently presented, the role responsibilities are subject to change through scheduled review and discussion with the person in post.

Person specification

We aim to provide a supportive and challenging work environment where programmes work towards our vision and mission, as well as a great benefits package. We are looking for someone who has the:

Skills

- Ability to independently manage and coordinate programmes
- Ability to work under own initiative and prioritise a range of tasks with minimal supervision
- Ability to create pitches and presentations
- Ability to meet deadlines, monitor budgets and to achieve project objectives
- Ability to write with clarity and purpose
- Able to work with accuracy and attention to detail
- Ability to research information from a wide range of sources
- Excellent administrative and organisational skills
- Excellent working knowledge of Microsoft Office (Word, Excel, Powerpoint)

Experience

- Experience of brokering and building employer partnerships
- Experience of managing multiple programmes whilst ensuring quality detail and delivery
- Experience of working closely with employers and agencies
- Experience working partnership working with clarity
- Experience producing and scheduling content for multiple social media platforms

Approach

- Displays a strong empathy with the values and vision of A New Direction and the Create Jobs programme
- Is tactful and diplomatic
- Is focused on outcomes and proactive in problem-solving
- Has a high degree of integrity – trust, honesty and dependability
- Committed to working in an environment which values and celebrates diversity

Special Conditions

It is likely that on occasions there will be a requirement for this role to work unsocial hours including evenings and weekends.