

Job title:	Relationship Manager
Hours:	Full time/Part time (4 to 5 days per week)
Location:	Flexible options: working from home and/or working from the office near Brighton. We would be particularly interested to hear from candidates based in the Midlands, North of England, or South of Scotland.
Introduction to National Numeracy:	<p><b>We are on a mission</b> to empower children and adults in the UK to get on with numbers so they can fulfil their potential at work, home and school. Our work improves how people understand and use numbers in everyday life, sparking better opportunities and brighter futures.</p> <p><b>The issue:</b> Numeracy levels in the UK are significantly below the average for developed countries: nearly half the working age population (49%) has the expected numeracy level of a primary school child. This costs the UK economy a staggering £25 billion each year.</p> <p><b>Enabling social mobility:</b> Basic number skills and confidence provide a gateway to financial inclusion, wellbeing and employment prospects. Without number confidence and skills, people are locked out of many life opportunities. And it's a problem handed from one generation to the next.</p> <p><b>Enabling a fairer society:</b> Poor numeracy blights lives and livelihoods. People with low numeracy earn less, and it contributes to pervasive problems from unemployment to poor health and debt.</p> <p><b>Our diversity:</b> Our stakeholders have different backgrounds and experiences, and we are committed to having a diverse team who can bring their experiences from work and home into this role. Therefore, we actively encourage applicants from black, Asian or minority ethnic groups, LGBTQ+ people and people with disabilities to apply for this role.</p>
Introduction to the role:	<p>Our work is needed now more than ever before. This is why we have embarked on a new strategy to make tackling low numeracy an urgent, national issue. However, we will only achieve significant and lasting change by partnering with organisations that commission our services and help deliver our impact. We work with a wide range of commissioners and delivery partners to reach and engage our target audience of people with low numeracy: from large employers, such as the NHS, to local authorities across the UK, and from businesses to charities and community organisations.</p> <p>We have an exciting new role for a skilled relationship manager to join our supportive and rapidly growing team. You will manage and help grow our group of commissioners and delivery partners, communicating the vital importance of improved numeracy for their staff, their business, their customers, or for the adults they support. You will build strong, mutually beneficial relationships, acting as a link with our delivery team, to support partners to implement and manage our programmes to improve number confidence and skills, as well as spotting opportunities to establish innovative new partnerships.</p> <p>As Relationship Manager, you will play an important role in realising our vision by building long-term partnerships that provide sustainable impact for the organisation.</p> <p>We are looking for someone who is flexible, a self-starter and able to use their own initiative to both strengthen relationships and establish new links. It's not imperative that you come from the charity sector, as long as you can show us that you have relevant</p>

	<p>transferable skills and an understanding of what it takes to be successful in this role. We welcome applications from people who may have struggled with maths and numbers and have a personal understanding of the experiences of our beneficiaries. This is a fantastic opportunity within a small but ambitious and dynamic organisation making a real difference to people's lives and livelihoods.</p> <p>As a charity, National Numeracy operates nationally, and for this role, we welcome applications from across the UK. You can work in the office near Brighton, and/or you can work from home. Our expectation is that you will visit the office occasionally during the year when the work requires. While much of the work for this role can be done from home or the office, it will also involve travel to meet with partner organisations across the UK.</p> <p>We welcome applications from candidates looking to work either four or five days per week.</p>
<p><b>Overview of main duties:</b></p>	<ul style="list-style-type: none"> <li>• Reach out to new organisations across multiple sectors to build new relationships with potential commissioners and delivery partners, working to demonstrate to them the benefits of good numeracy for their staff, their customers, or the adults they support.</li> <li>• Build relationships with key stakeholders and manage existing relationships with commissioners and delivery partners to ensure that organisations working with us help deliver our programmes and campaigns to improve numeracy, keeping them informed about, and actively involved in the work that we do.</li> <li>• Manage the link between our partner organisations and our internal teams, e.g., the Programmes team and the Operations and Impact team, on matters such as programme delivery, impact and engagement, finance, contracting and compliance.</li> <li>• Where appropriate, help negotiate contracts for the use of National Numeracy's systems.</li> <li>• Help devise the best method for individual organisations to engage their staff</li> <li>• Work with the rest of the Partnerships team and the Programmes team to deliver our various programmes.</li> <li>• Working with colleagues, contribute to the programme design and continually improve our offer to commissioners and delivery partner organisations.</li> <li>• Work with the Operations &amp; Impact team to monitor our engagement and capture our impact.</li> <li>• Continually work towards the charity's aims and objectives.</li> <li>• Other duties as required.</li> </ul>
<p><b>Essential skills/experience</b></p>	<ul style="list-style-type: none"> <li>• Motivated by what we do as a charity and why it is important.</li> <li>• Excellent interpersonal, verbal, and written communication skills.</li> <li>• Confident presentation skills.</li> <li>• Ability to build and maintain effective relationships within the team, commissioners, and delivery partner organisations.</li> <li>• Experience of relationship management.</li> <li>• Good organisational, multi-tasking and prioritisation skills.</li> <li>• Dynamic, enthusiastic, and self-motivated. Flexible in your approach, and able to work both independently as well as part of a team.</li> <li>• Resilient and prepared to see tasks through to completion.</li> <li>• Good at detail, spotting mistakes, anticipating problems, and finding alternative solutions.</li> <li>• Competent in Word, Excel, and PowerPoint.</li> </ul>

<p><b>The details:</b></p>	<p>We are offering:</p> <ul style="list-style-type: none"> <li>• Salary of £35,000 per annum FTE (non-negotiable).</li> <li>• 33 days' holiday a year including bank holidays</li> <li>• Company pension scheme.</li> <li>• Flexible approach to office/hybrid/remote working.</li> <li>• Equality, Diversity, and Inclusion strategic plan.</li> <li>• Employee Assistance Programme and other benefits.</li> <li>• Multiple staff social opportunities.</li> </ul> <p>National Numeracy offers a supportive, friendly culture with a focus on well-being and collaboration. We take life-long learning seriously and support our staff to develop their skills and knowledge.</p> <p>We have an open hybrid approach to office/remote working and welcome applications from candidates interested either in office or predominantly remote working options.</p> <p>National Numeracy is an equal opportunities employer, and all applicants are treated equally and fairly throughout the recruitment and selection process.</p>
<p><b>How to apply:</b></p>	<p>In the first instance, please submit a CV with covering letter of no more than two pages to Rachel Bignell at <a href="mailto:hr@nationalnumeracy.org.uk">hr@nationalnumeracy.org.uk</a> by 9am on Wednesday 7<sup>th</sup> September 2022.</p> <p>Applications may be reviewed on a rolling basis.</p> <p>Please include in your covering letter an outline of your suitability for the role with reference to the essential skills and experience criteria. <b>Applications without a cover letter will not be accepted.</b></p> <p>* This job description doesn't constitute a promise or guarantee of employment. National Numeracy reserve the right to make changes to this job description.  ** National Numeracy reserves the right to change the deadline for applications or to close the application window if a suitable candidate is found.  *** National Numeracy cannot offer visa sponsorship for this opportunity. Please do not apply unless you can demonstrate eligibility to work in the UK.</p>