

Appointment of Relationship Manager – Maternity Cover



Introduction

Welcome

National Numeracy's vision is for everyone in the UK to get on with numbers so they can get on with life. Our mission is to improve how people understand and work with numbers in day-to-day life – sparking better opportunities and brighter futures. We want to empower everyone in the UK to have the number confidence and numeracy skills that allow them to fulfil their potential at work, home and school.

National Numeracy was established as an independent charity in 2012 to help raise low levels of numeracy among both adults and children and to promote the importance of numeracy in everyday life. We challenge negative attitudes, influence public policy and offer practical ways to help adults and children improve their confidence and skills in working with numbers.

Over the past decade, we've learnt that the scale of the issue is huge, its impact significantly underestimated and that it is having a disproportionate impact on disadvantaged communities. That's why we are increasingly focused on supporting those with the lowest numeracy in areas of greatest need, where numeracy is an integral piece of the puzzle for social mobility.

We focus on the value, opportunities and outcomes that improving numeracy can help deliver: getting into or on at work and building sustainable careers, being able to make sense of our finances and feeling more in control of our money, and supporting the children in our care to feel positive about maths and the benefits it brings to our lives.

By working with communities, employers and schools, we want to enable everyone across the UK to be confident and competent with using numbers and data, so they can make good decisions in their daily lives.

Our work demonstrates that supporting people with low numeracy to improve and, as a result, feel better equipped in life is possible and possible at real scale. We know what works and together with our partners and supporters we can accelerate our impact to open up opportunity for not just thousands, but millions more people.

It is an exciting time at National Numeracy. We are growing our impact across the country and this is reflected in the continued expansion of the charity and our staff team. Please consider joining us.

Thank you for your interest in National Numeracy.

Sam Sims, CEO



Above: Sam Sims - National Numeracy CEO at National Numeracy's 10th Anniversary event.

About National Numeracy

We are on a mission 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 work with numbers in everyday life, sparking better opportunities and brighter futures.

The issue: 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. And it costs the UK economy a staggering £25 billion a year.

Enabling social mobility: 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.

Enabling a fairer society: 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.



To overcome your fears, you've got to face them head on, and that's what I did, with the National Numeracy Challenge. Numbers don't scare me anymore... Improving my numeracy hasn't just helped me with my kids, it's helped me at work too. I've enhanced my CV and future job prospects.



Jason Ace – National Numeracy Hero

Our diversity: 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.

Below: Perdita Fraser – National Numeracy Chair of Trustees at National Numeracy's 10th Anniversary event.





What is it like to work at National Numeracy?

We care about maintaining a collaborative, supportive environment for our team.

Here's what some of our staff say about what it's like to work at National Numeracy:



Everyone at National Numeracy has been so warm and welcoming towards me since I started here. This was made apparent through the very useful induction meetings I had, with every member of staff. Having come from an organisation which I worked at for 8 years to being the new person, I have been supported every step of the way. My needs have been considered and everyone has been very approachable and inclusive.



I'm very proud to have recently joined the team at National Numeracy. The team are incredibly welcoming, supportive, passionate and despite many working remotely, very connected. My first few weeks have been very enjoyable and I'm excited for what the future holds!



Three months into the role and I feel well and truly part of the fold; we're very lucky to have such an inspiring and welcoming team culture.



Our Values

Our “**Core Four**” deeply held values define what's important to us. They guide our actions, drive our decision-making, and exemplify how we serve individuals and communities.

Community commitment: We put people first. We give 100% to our people, partners and communities.

Trusted experts: We are the UK's numeracy experts. We use data and evidence to offer credible, trusted insight.

Empowered futures: We empower people for positive change. We listen, build confidence and enable people to gain greater control over their futures.

Always learning: We believe change can happen. We are persistent and passionate in supporting people, partners and communities to accomplish their goals.

About The Programmes Team

About the Programmes Team



The Programmes Team is currently a team of ten including this role we are recruiting for, working in four mini-teams:

Training & Workshops: The training team run a range of interactive workshops in which we train Numeracy Champions and Volunteers to deliver our three main programmes: 'Schools & Families', 'Supporting Adults' and 'Corporate Volunteering' in schools, workplaces and community settings, as well as delivering workshops and webinars directly to adult beneficiaries.

Schools & Families: This team manages our hugely successful Schools & Families Programmes which enables us to work with schools to support staff, parents, carers and children to feel more positive about maths.

Supporting Adults: Our Relationship Manager works with our Partnerships Team to secure funding, our Training Team to train Numeracy Champions across the UK, and then directly with the trained Champions who support adults in workplaces and communities to improve their numeracy.

Corporate Volunteering: Our Corporate Volunteering team manage our programme to bring volunteers from our partner organisations into schools to share the benefits of maths in adult life with children in assemblies and the classroom.

Getting the team together

We care deeply about our work and our colleagues and are always seeking to learn, evolve and improve both our practice and our culture.

Our team are spread across the UK and are predominantly remote-working, but we do have hybrid and office-based members. Opportunities to meet in person do occur, and we run at least two whole-organisation team away days per year.

The Role



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.

We have an exciting maternity cover opportunity for a skilled relationship manager to join our supportive and growing team. You will manage and help grow our group of delivery partners, communicating the vital importance of improved numeracy for their staff, their business, their customers, or for the adults they support in the community.

You will build strong, mutually beneficial relationships, 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.

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.

We are looking for someone who is flexible, able to pick up the job quickly, and 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 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.

As a charity, National Numeracy operates nationally, and for this role, we welcome applications from across the UK. You can work in the office in Falmer, East Sussex, and/or you can work from home. Our expectation is that you will visit Falmer 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 the team and partner organisations across the UK.

We welcome applications from candidates looking to work either four or five days per week.

Job Description

Overview of main duties

- Reach out to organisations across multiple sectors to build relationships with potential delivery partners, working to demonstrate to them the benefits of good numeracy for their staff, their customers, or the adults they support in the community.
- Manage existing relationships with delivery partners to ensure that organisations working with us help deliver our programmes and campaigns to improve numeracy, keeping them informed about, and closely involved in the work that we do.
- Work with the Partnership team to ensure that we hit the delivery targets agreed with our corporate funders, and that they are kept fully informed of progress.
- Maintain relationships with our network of Trained Numeracy Champions, holding support calls with them, managing their newsletter, plus running online forums and arranging webinars to keep them engaged and help us to track their impact.
- Be 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.
- Where appropriate, help negotiate contracts for the use of National Numeracy's systems.
- Help devise the best method for individual organisations to engage their staff or the adults they support.
- Work with the rest of the Programmes team to deliver our various programmes. Working with colleagues, contribute to the programme design and continually improve our offer to funders and delivery partner organisations.
- Work with the Operations & Impact team to monitor our engagement and capture our impact.
- Support the Partnerships team in devising partnership agreements with corporate funders, and in writing bids and tenders to government and trusts & foundations to secure funding for our work.
- Continually work towards the charity's aims and objectives.
- Other duties as required.



Person Specification

You will have:

Excellent interpersonal, verbal and written communication skills

Confident presentation skills

Ability to build and maintain effective relationships within the team, commissioners and delivery partner organisations

Experience of relationship managements

Good organisational, multi-tasking and prioritisation skills

You will be:

Motivated by what we do as a charity and why it's important

Dynamic, enthusiastic and self-motivated

Flexible in your approach

Able to work both independently and as part of a team.

Resilient and prepared to see tasks through to completion

Good at detail, spotting mistakes, anticipating problems and finding alternative solutions

Competent in Word, Excel and PowerPoint

Terms of Employment

Salary	£39,000 FTE (non-negotiable)
Contract	9-12 Month Maternity Cover Contract The exact end date will depend on when the current postholder returns from maternity leave
Working Hours & Location	30 or 37.5 hours a week Remote / hybrid /office working flexibility (Head Office in East Sussex)
Holiday Entitlement	25 Days (FTE) including Bank Holidays
Pension	6%
Other Benefits	Employee Assistance Programme Flexible approach to working Training and development Long service holiday allowances Multiple staff social opportunities

You'll be joining the only independent charity in the UK dedicated to improving the nation's numeracy at a time when the profile of our charity and the numeracy issue is rising.

We are looking for someone who is highly motivated with bags of initiative. so long as you can demonstrate relevant transferable skills and an understanding of what it takes to be successful in this role. It's a fantastic opportunity within a small but ambitious and dynamic organisation making a real difference to people's lives and livelihoods.

Personal Development

At National Numeracy we like to nurture our talent and take life-long learning seriously so upskilling our people with continuous training is important to us. We work hard to make sure National Numeracy is a safe, rewarding and inspiring place to work and that our roles are high quality, offering team members learning and development opportunities depending on their own interests.

We run all-staff training initiatives, delivering on areas identified by staff and covering both hard and soft skills – recent examples have covered Unconscious Bias, Line Management, Project Management and Presentation Skills. We also support each staff member with bespoke learning and development opportunities and encourage staff to identify training needs that drive forward their own personal and career development goals.

Mental Wellbeing Commitment

We are committed to supporting the mental health of our staff; we seek to provide a supportive culture where conversations about mental health challenges are normalised, and staff can get access to external support services at any time using our Employer Assistance Programme.

We also have an annual wellbeing session for staff and a schedule of initiatives being devised with our qualified mental health first aiders.

Diversity, Equality and Inclusion

We recognise that there is more to do to improve diversity across our organisation and we are actively working to make meaningful, long-term change. We are committed to building a workforce that better reflects the communities we serve and to removing barriers that may prevent people from different backgrounds from joining, progressing and thriving with us.

Through inclusive policies, flexible working, fair recruitment practices and ongoing learning, we aim to create a supportive environment where everyone feels valued, respected and able to do their best work.

We actively encourage applications from people from under-represented and diverse backgrounds, as we know a more diverse workforce will strengthen our organisation and help us deliver our mission more effectively.

How to Apply

To apply in the first instance please submit a CV with covering letter of no more than two pages to HR@NationalNumeracy.org.uk. Please include in your covering letter an outline of your suitability for the role with reference to the essential skills and experience criteria. **Applications without a cover letter will not be accepted.**

Deadline for applications:
17th August 2026 by 9am

Please note that we will likely begin interviews before the closing date and reserve the right to close the application as soon as we make an appointment.

* This job description doesn't constitute a promise or guarantee of employment. National Numeracy reserves 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.



Jason's story



As a parent I struggled when my kids asked for help with their homework. There's a sense of shame and feeling inadequate because your children are asking you for help and you can't provide it. You're meant to provide for your kids.

But now I've done the National Numeracy Challenge I've grown confident with numbers. I don't have to hide from my kids when they ask me for help, and I really enjoy doing it. I don't want them to be afraid of numbers like I was at school. We get a buzz out of doing the homework together, and I'm learning from them too. I'm six feet tall but it makes me feel seven feet being able to help them out. Improving my numeracy hasn't just helped me with my kids, it's helped me at work too. I've enhanced my CV and future job prospects.



These achievements led to Jason being named a National Numeracy Day Hero, appearing in the media and in videos alongside our celebrity Ambassadors to promote the benefits of numeracy.

National Numeracy is an independent charity that empowers children and adults in the UK to get on with numbers so they can fulfil their potential at work, home and school. Our work combats low levels of numeracy, improving how people understand and work with numbers in everyday life and helping to spark better opportunities in life.

National Numeracy is a registered company (company no: 7886294) and charity (charity no: 1145669).

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