

RELATIONSHIP MANAGER

Closing date: Friday 22 March 2019 by 1pm.

Application pack for Relationship Manager

Part-time, 3 days or 22.5 hours per week

Office-based (Romsey - Hampshire)

Salary: £25,000 to £28,500 depending on experience

About Cranfield Trust

Cranfield Trust is a national charity (England & Wales 800072, Scotland SC040299) and the leading provider of free management support and business advice to the UK voluntary sector. The Trust's vision is that charities will be effectively managed and will support those experiencing poverty, disability and social exclusion. Our client charities are usually small to medium sized charities with incomes of less than £1 million per annum, which provide vital frontline services to their communities.

- Cranfield Trust uses a network of project managers and over 1000 highly skilled volunteer business professionals to deliver free consultancy projects for hundreds of small to medium-sized charities in eleven strategic regions of England, Wales and Scotland. The purpose of this is to support charities to manage themselves and provide their services effectively to their beneficiaries.
- The Trust also runs HRNet, a free HR lifeline to charities and social enterprises. It offers specific advice on complex employment situations without expense, as well as regular briefings on employment issues, an information archive, and model documents.
- And the Trust provides free Masterclasses for charity professionals and Trustees on topics as diverse as governance, change management, business planning and financial forecasting.

Last year, 100% of the charities using our consultancy services reported that they were better able to plan and prepare for the challenges ahead as a result of working with the Trust. Over 95% of these charities reported improvements in strategic direction, financial management and sustainability, people management and leadership - and 100% of charities would recommend the Trust's services to other charities. [You can read about some of these success stories on our website.](#)

In 2019, the Trust is celebrating its 30th anniversary as a charity. We are using our 30th anniversary year to help charities to be as prepared as possible for the political and economic challenges facing our sector. Our anniversary serves as an important milestone in our history. It also coincides with a period of great change for the Trust as we are in the first year of an ambitious three-year strategy to support more charities with the delivery of vital services.

Cranfield Trust's three-year strategy will enable us to help more charities in these and other ways by extending the reach of our existing consultancy and advice services. In addition, we will launch new services, for example, a **mentoring programme** for charity managers, and a **telephone advice service** to provide access to critical and timely advice from external advisers on key management topics.

About this role

Cranfield Trust has a number of strong partnerships with grant making trusts and foundations. We have worked with many of our current funders for many years, and often work together, offering programmes of support to charities receiving funding from a foundation, and management support from the Trust.

As an organisation, we have an ambitious three-year strategy to support more charities to prepare and adapt during the current unprecedented era of adjustment for the voluntary sector. As part of reaching more charities, we are working in partnership with trusts and foundations to reach more frontline charities than ever before.

Our current programmes of work include the 'Strive' programme in London, in partnership with City Bridge Trust. This programme will reach over 300 charities over the next three years. We also have substantial programmes of work with other grant makers and partners.

In 2019, we are launching the Trust's new impact framework: 'Journey to Excellence'. This aims to aggregate information on our consultancy support, to enable the Trust to demonstrate its impact with confidence. We are also working to improve our impact information on other services, as planning impact measures for new services which we will introduce this year.

We are looking for a talented and data oriented Relationship Manager who will ensure that we manage, evaluate and report on our programmes of work, individual consultancy projects, and other services effectively.

The right candidate will have excellent data management and analytical skills, strong people skills to work closely with colleagues internally and in our partner organisations, and be highly skilled at presenting information, in writing and in person. You will need to demonstrate the ability to manage a number of work streams, maintaining good information, and to provide well presented, insightful reports. You will work as part of a close knit team in Romsey offices and be happy to support colleagues during holidays or other absences.

Strong time management skills are a must, as is a positive and friendly approach, pro-active work ethic and a collaborative nature.

If you are interested in a varied and challenging role, with a view across all the Trust's operations, please do get in touch. The role is based in our Romsey Head Office with occasional travel to meetings in London and elsewhere.

We are committed to supporting you, your wellbeing and development, to ensure you enjoy working with us. We offer 33 days / 247.5 hours holidays (inclusive of Bank Holidays) pro rata and a contributory pension scheme.

Closing date: Friday 22 March 2019 by 1pm

Interview date: w/c 1st and 8th April 2019 (to be arranged)

Job Description

Job Title: Relationship Manager

Reporting to: Head of Consultancy

Hours: This is a part time (22.5 hours a week) position, based in our Romsey office

Main Purpose of Role

To ensure that the Trust's programmes of consultancy and management support run to plan; to provide programme management reporting: and to lead on impact and evaluation

Key Objectives

- To deliver programmes of work in partnership with funders and other collaborators, in particular the London STRIVE programme funded by City Bridge Trust as well as other existing and new programmes
- To lead on programme and project evaluation and impact reporting
- To support the administration and roll-out of Journey to Excellence impact monitoring
- To support the Head of Consultancy in continuous performance improvement

Main Responsibilities

To work closely with the Head of Consultancy and Operations team, ensuring that programmes of work run smoothly, to prepare reports and to manage the evaluation of the Trust's work:

Programmes and Partnerships

- With the Head of Consultancy, take the operational lead in managing programmes of partnership work with funders and other sector bodies, taking responsibility for their progress and supporting operations colleagues to ensure they are able to deliver agreed work.

Evaluation and Impact

- Manage information on the Trust's CRM system, ensuring that Cranfield Trust is collecting appropriate data to demonstrate its impact and inform its development
- Maintain information, provide regular reporting, and produce detailed reports on programmes, developing expert user skills on the Salesforce system. The Cranfield Trust uses Salesforce as its CRM system. All our information on projects, volunteers and charity clients is held on Salesforce.
- Manage impact data and reporting across the Trust, ensuring that qualitative and quantitative information is collected, analysed, articulated and reported on to present the impact of the Trust's work accurately and informatively
- Maintain knowledge of impact work in the wider voluntary sector, participating in sector events as appropriate to ensure that the Trust's subject matter knowledge is strong and current

Support Head of Consultancy and Projects Coordinator

- As required, provide support to the Head of Consultancy and Projects Coordinator by supporting individual Project Managers or activities, to ensure the Trust's consultancy operations are maintained and managed effectively

Team Work

- Maintain excellent internal relationships with staff and volunteers within Cranfield Trust by working well as part of the team and upholding the Trust's values

Other Responsibilities

- Positively represent the work of Cranfield Trust
- Act as an ambassador for the Trust and attend and support events and activities as required

Behaviours (including circumstances)	
Self-motivated, and able to work independently, setting and achieving personal goals and targets	Essential
Ability to meet deadlines and work calmly under pressure	Essential
Determined and committed to high quality standards	Essential
Willingness to work positively in a team environment and uphold the charity's values	Essential
Strong on acknowledging stakeholders, reflecting the ethos of the Trust	Essential
A genuine passion to see Cranfield Trust succeed in its objectives	Essential

Summary of terms and conditions of employment

This is a part-time, permanent post.

Salary: £25,000 to £28,500 plus 2% employer pension contribution (rising to 3% from 1 April 2019).

Location: Office-based, with travel to meet client charities, volunteers and other meetings as necessary

Hours of work: The post holder will be employed part-time for 22.5 hours per week.

Annual leave: Annual entitlement of 33 days / 247.5 hours (on a pro rata basis for part-time staff) inclusive of Bank/Public Holidays. The office is closed during the Christmas break and annual leave must be taken during this time.

Probationary period: There will be a six-month probationary period.

Policies and procedures: We have policies designed to ensure the safety and well-being of both workers and volunteers e.g. health and safety.

Recruitment and Selection Process

The Cranfield is an Equal Opportunities employer. This means that when carrying out our work and in the employment of staff to undertake this work, we will seek to ensure equality of treatment for all persons regardless of ethnicity, gender, age, marital status, disability, religion, sexual orientation, or economic status.

Pre-employment checks:

We will require a minimum of two appropriate references, covering at least 3 years of prior employment. We will check original documents proving your qualifications, identity, and right to live and work in the UK before you can start work with us. You will be asked to provide details of any unspent criminal convictions.

References:

Referees should be your present and last employer. They should have had either managerial or supervisory responsibility for your work, and not be colleagues, subordinates or friends. Where appropriate, a tutor's reference and a personal reference or similar will be acceptable.

Referees will be provided with a copy of the job description and person specification for the vacancy.

The Cranfield Trust will only approach your referees once an offer of employment has been made.

How we use your personal information:

The information which we gather from you during the recruitment and selection process is retained and processed in accordance with the provisions set out by the General Data Protection Regulation (EU) 2016/679 (GDPR) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK, as well as any successor legislation to the GDPR and Data Protection Act 1998.

Please note that by submitting an application for employment, you are also agreeing to the Cranfield Trust processing such information as may be necessary to assess your application, provided that proper regard is had to the data protection principles in force and in accordance with our Privacy Notice in respect of Employees, Workers and Contractors (see attached).

If your application is successful, the information you provide will be retained and will form part of your personnel file. If you are not offered work with the Cranfield Trust, all documentation related to your application will be confidentially destroyed after a period of six months.

How to apply:

If you are interested in joining us, please send a CV and a cover letter, which will explain why the role is of interest to you and your suitability as a candidate for the role. Please send this by email to Karen.Hurley@cranfieldtrust.org no later than **Friday 22 March 2019 by 1pm**.

First-round interviews are expected to take place the week commencing **Monday 1st or 8th April 2019**.

To discuss the post informally, please contact **Alice Dabrowska on 01794 830338** or alice.dabrowska@cranfieldtrust.org