

JOB SUMMARY AND PERSON SPECIFICATION

Job Title: Relationship Manager

Reports to: Head of Vocation

Based at: Wantage

Job Purpose:	<ul style="list-style-type: none"> • To (develop) manage and source appropriate vocational opportunities with national and regional employers for beneficiaries • To manage a portfolio of beneficiaries and attain preferred vocational outcomes or other objectives according to the beneficiaries needs
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Main Responsibilities:	<ul style="list-style-type: none"> • Maintain a portfolio of beneficiaries • Carry out vocational assessment/needs analysis of each beneficiary referred to you • In conjunction with partners/stakeholders take steps to ensure beneficiary outcomes are achieved. • Managing key relationships within your geographical area of responsibility so that offers are fully explored, are relevant and manageable by the partner providing the offer • Tracking the offers and ensuring their success through strong communication and follow up practices • Act as the 'lead' within your area, developing good knowledge of market trends, funding sources and educational links where appropriate • Manage the day to day operations / admin processes that sit behind the knowledge base and so that all information is up to date and relevant • Working with the CTP (A) and COBSEO members to ensure maximum publicity for opportunities on offer • Market the transferrable skills and experience of WIS Service Leavers to potential employers • Develop relationships with large, national, international or other employers which have the potential to meet the employment requirements of beneficiaries. • Source suitable opportunities from appropriate employers, including full-time appointments and work experience placements • Work with employers to determine future skill requirements • Liaise with Specialist Employment Consultants (SECs) by matching employment opportunities to beneficiary skill sets and preferences. • Ensure accurate and timely recording of beneficiary and employer
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	<p>activity</p> <ul style="list-style-type: none"> • First time resolution of enquiries and complaints whenever possible • Any other duties as required
Essential Knowledge, Skills & Experience:	<ul style="list-style-type: none"> • Motivated self-starter with a commitment to duty of care and the ability to work co-operatively within an integrated team dedicated to achieving successful outcomes for beneficiaries • A comprehensive understanding of recruitment, including the job market and vocational training, job-matching, and selection • Proven track record of initiating and managing high-level and influential external relationships • Proven ability to deliver outputs against demanding schedules • Excellent verbal and written communications skills • Strong organisational and administrative skills with experience of working in a small team • Experience of using and exploiting advanced business management systems with IT skills to ECDL level
Desirable Knowledge, Skills & Experience:	<ul style="list-style-type: none"> • Experience of working with employers in the placement of candidates facing barriers to employment • An empathy with and a good understanding of Armed Forces personnel and their employability, in particular wounded, injured and sick (WIS) personnel
Key Competencies & Behaviours:	<ul style="list-style-type: none"> • Demonstrates the ability to build rapport quickly and to understand needs, wants and expectations • Displays a positive, empathetic, patient, polite and friendly manner • Manages challenging situations in a calm and appropriate manner • Ability to remain calm under pressure • Displays the highest levels of integrity, confidentiality and commitment • Responds quickly to changing demands and demonstrates strong skills in prioritisation and time management • Works within a range of environments and working cultures, adapting personal style accordingly • Leads and drives work forwards with minimal direction • Analyses information quickly and communicates in a concise and articulate manner • Well organised with the ability to prioritise • Attention to detail in all aspects of work • Demonstrates an ability to work as part of a team and be a flexible team player • Demonstrates self-motivation • Flexible re. hours of work