

Job Title:	Relationship Manager (Yorkshire)
Hours and type of contract:	Full time/Part time (4 to 5 days per week)
Location:	For this role we are looking for someone who is based in Yorkshire.
Contract:	This position is available as a fixed term contract until the end of March 2025.
Introduction to National Numeracy:	<p>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 use numbers in everyday life, sparking better opportunities and brighter futures.</p> <p>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. This costs the UK economy a staggering £20 billion each year.</p> <p>Enabling social mobility: Basic maths skills and confidence with numbers provide a gateway to financial inclusion, well-being and employment prospects. Without number confidence and skills, people are locked out of many life opportunities. This problem is handed from one generation to the next.</p> <p>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. At National Numeracy we focus our support on disadvantaged individuals and communities most in-need, where we can have the greatest impact.</p> <p>Our diversity: National Numeracy is an equal opportunities employer, and all applicants are treated equally and fairly throughout the recruitment and selection process. We actively promote equality, diversity and inclusion. We hire on the basis of skills and experience of candidates, irrespective of age, disability (including hidden disabilities), race, religion or belief, gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, or sexual orientation.</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 is 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.</p> <p>As a charity, National Numeracy operates nationally, but for this role, we are seeking applicants who live in Yorkshire. We have recently secured delivery contract in North, West and South Yorkshire and we are looking for an experienced relationship manager who can provide a local presence for National Numeracy in Yorkshire, and lead on establishing partnerships with organisations across the county, who can work with us to reach and support adults with their numeracy.</p> <p>Our expectation is that you will visit our office in Falmer, Brighton occasionally during the year when the work requires. While much of the work for this role can be done from home, it will also involve travel to meet with partner organisations. Your primary focus will be to develop relationships with organisations in Yorkshire, but there may be a need to manage relationships in other areas of the UK, and this could involve travel.</p> <p>We welcome applications from candidates looking to work either four or five days per week.</p>
<p>Overview of main duties:</p>	<ul style="list-style-type: none"> • Reach out to new organisations in Yorkshire across multiple sectors to build new 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 • Build relationships with key stakeholders and 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 • Manage the link between our partner organisations and our internal teams, on matters such as programme delivery, communications and campaign activity, impact and engagement, finance, contracting and compliance • Where appropriate, help negotiate contracts for the use of National Numeracy's systems • Develop and manage relationships with organisations in other areas of the UK as needed • Help devise the best method for individual organisations to engage their staff • Work with the colleagues in the Programmes team to deliver our programmes • Working with colleagues, contribute to the programme design and continually improve our offer to delivery partner organisations • Work with the Operations & Impact team to monitor our engagement and capture our impact • Continually work towards the charity's aims and objectives • Other duties as required
<p>Essential skills and experience</p>	<ul style="list-style-type: none"> • Motivated by what we do as a charity and why it's important • Experience of relationship management • 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 • Good organisational, multi-tasking and prioritisation skills

	<ul style="list-style-type: none"> • Dynamic, enthusiastic and self-motivated • Flexible in your approach, and able to work both independently as well as part of a team • Resilient and prepared to see tasks through to finish • Good at detail, spotting mistakes, anticipating problems and finding alternative solutions • Competent in Word, Excel and PowerPoint
<p>The details</p>	<p>We are offering:</p> <ul style="list-style-type: none"> • Salary of £37,100 per annum FTE (non-negotiable) • 33 days' holiday a year including bank holidays • Company pension scheme • Flexible approach to office/hybrid/remote working • Equality, Diversity and Inclusion strategic plan • Employee Assistance Programme and other benefits • Multiple staff social opportunities <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>How to apply</p>	<p>In the first instance, please submit a CV with covering letter of no more than two pages to Rachel Bignell at hr@nationalnumeracy.org.uk by 9am on Monday 2nd October 2023. Interviews will take place on a rolling basis so early application is recommended.</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. Applications without a cover letter will not be accepted.</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>