

**JOB TITLE:** Relationship Partner

**LOCATION:** London with remote working

**REPORTS TO:** Head of Cross-Company

**UPDATED ON:** May 2021

## WHO ARE WE?

Moving Ahead is a social impact organisation specialising in improving workplace diversity and inclusion in three ways: mentoring, development sessions and programmes, and consultancy. Everything we do is underpinned by robust research and powerful storytelling. We work cross-company, cross-sector and also cross-diversity strand, from gender and ethnicity to thinking and learning styles, and socio-economic background. To date, we have reached more than 35,000 individuals across more than 300 organisations.

With the support of our founding partner, Ricoh UK, we work as a team of global mentoring and development experts supported by first-class programme managers, researchers, and communications experts.

## WHAT WE OFFER

- ▶ Coaching and development to support you in your role and progression
- ▶ Opportunity to attend learning and development session with high profile and world class speakers and facilitators
- ▶ Exposure to some fantastic clients in FTSE 250
- ▶ In depth exposure to everything inclusion and diversity
- ▶ Belonging to a small and talented team with a genuine respect and support for each other
- ▶ Flexible and agile working
- ▶ Laptop
- ▶ 25 days annual leave + bank holidays
- ▶ 5% pension scheme

## JOB PURPOSE:

To retain and grow our cross-company mentoring programme clients

## OUR CLIENT AND PARTNERS

To retain and grow our cross-company mentoring programme clients

- ▶ The 30% club cross-co – MI (orgs inlcude LIST)
- ▶ WID - orgs linclude



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- ▶ WR – orgs include
- ▶ TW
- ▶ AMP – orgs include

We collaborate with campaigns such as the 30% Club and Diversity Project in addition to clients who are striving to advance their inclusion and diversity. Our client base spans most of the FTSE350, working globally with the UK, Australia, Nigeria, USA, Sri Lanka, Hong Kong and many more countries.

We deliver our work through a vibrant and unique faculty of subject matter experts, leaders and facilitators in addition to our Speaker Academy where we broker leaders, athletes, authors and experts to share their stories and insights.

## SCOPE:

- ▶ Reporting into head of department with our CEO as a key stakeholder
- ▶ Client facing role
- ▶ Management of client partnerships
- ▶ Working towards business objectives and KPIs

## KEY ACCOUNTABILITIES:

Leadership of flagship relationship management

- ▶ One to one relationship development across defined flagship clients – working closely with Head of Cross-Company
- ▶ Review and development of the partnership management approach and process for all Cross-Company programmes (tools, process, reporting, inputting into master programme planning etc)
- ▶ Monthly reporting of relationship management - identifying, opportunities, themes, and risks across all clients - identifying recommendations and new ideas
- ▶ One to one relationship development across defined flagship clients – working closely with Head of Cross-Company
- ▶ Headline KPIs will include retention of 70% of cross-company clients into next year's programme, and cross-selling to Flagship clients
- ▶ Development and execution of PP (Programme Partner) conferences, working with Head of Cross-Company
- ▶ Leadership and execution of any ideas, developments, new activities relating to Programme Partners
- ▶ Cross-sharing of ideas across the cross-co team, i.e., working closely with Martina to share best practice, upskill team members and share feedback

Business development

- ▶ Identification and proposal development of growth opportunities within the Cross-Company portfolio
- ▶ Identifying and signpost new opportunities to expand or add value to programmes with existing clients as well as opportunities for cross selling



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- ▶ Support the scoping of new business opportunities and the smooth transition into the programme delivery team
- ▶ Collaborate with broader cross-company team on approach and best practice
- ▶ Ensuring the retention and growth of clients in line with KPI's
- ▶ Research new growth opportunities

#### Client and Account Management

- ▶ Building and maintaining mutually beneficial 1:1 relationship with client programme partners and stakeholders
- ▶ Providing regular, meaningful updates to clients and internal Moving Ahead and Women Ahead stakeholders
- ▶ Analysing and acting on client feedback to improve programmes and services
- ▶ Carrying out check-in calls with programme participants (often mentors and mentees) and stakeholders
- ▶ Ensure the CRM systems are maintained up to date for relationship management and business development purposes
- ▶ Work collaboratively, share knowledge and build relationships with key partners and stakeholders both internally and externally – eg consultants, film, communications
- ▶ Contribute to the effective use and development of IT systems
- ▶ Attend all own client events and any other events identified in order to build and enhance client relationships
- ▶ Flag risks or programmatic feedback to Team Leads to action

#### Client communications – input

- ▶ Developing plans to deliver against learnings from client relationship calls
- ▶ Working across the Flagship and cross-co team to enable effective, on time and meaningful communications utilizing knowledge gained from relationship management via Newsletters, reporting and FUSE to all clients – will involve inputting to reports, reviewing and contributing to newsletter based on themes etc
- ▶ Leadership

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- ▶ A hunger to learn and develop
- ▶ Ability to work at a fast pace overseeing the delivery of multiple projects at the same time
- ▶ Experience of providing clients with outstanding service
- ▶ Attention to detail, careful planning and excellence in execution
- ▶ Curious about clients' needs and ability to seek out opportunities
- ▶ Dedicated team player and highly collaborative
- ▶ Good use of excel, word and power-point
- ▶ Excellent communication skills – verbal and written
- ▶ Adaptable and confident
- ▶ Collaborative in a cross-functional team



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## VALUES

- ▶ Leading Myself – take personal responsibility for bringing our best and whole selves to work
- ▶ Working Together – work together to make great things happen for our organization, our clients and our mission
- ▶ Doing the Right Thing – honest, trustworthy and act with integrity in everything we do
- ▶ World Class Delivery - deliver high quality work, every time – internally and externally
- ▶ Future Focus – go beyond the tried and tested, embracing new things



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