

Relationship & Account Manager

Business Development Team

Job Pack

Thank you for your interest in working at the Citizens Advice service that supports residents across Manchester. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 4 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The application process and training for the role
- The benefits of working for the organisation
- Our approach to equality and diversity

Want to chat about the role?

If you want to have a chat about the role further, you can contact our Director of Operations.

hayley.hughes@citizensadvicemanchester.org.uk

To apply submit your CV via our website:
www.citizensadvicemanchester.org.uk/work-with-us

CAM is committed to being an inclusive organisation, we value diversity, promote equality and challenge discrimination. We want our teams to be representative of the diverse communities we serve, however you identify, or whatever background you bring with you, we welcome and encourage your application.

Closing Date:	10am on Monday 21 October 2024
Interview Date:	Monday 28 October 2024

Our Values

We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we'll say we do and keep our promises. We remember that we work for a charity and use our resources effectively.

4 things you should know about us

We're local. We offer digital access services from a wide range of community locations across the city region, or from our Mobile Advice Unit which travels around the city. We also have a well developed service offered by telephone, email, webchat and video call. We offer direct support to over 50,000 clients per year with 124,000 issues and helped achieve £9 million of financial gains for residents last year.

We're also national. We support the wider Citizens Advice network of 300 independent charities by providing telephone and digital advice to hundreds of thousands of people across England & Wales each year, through our Consumer Service and Money Advice Service Contact Centres.

We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How the Citizens Advice Network works

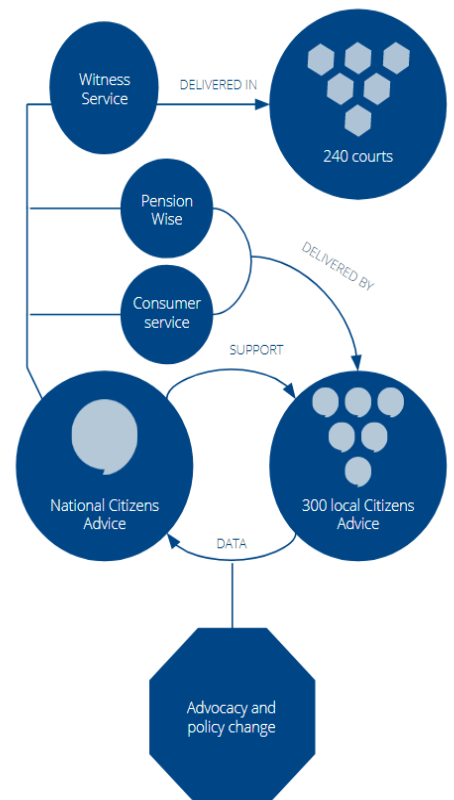
Citizens Advice Manchester is a member of the national Citizens Advice service which is made up of a network of around 300 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 1,000 national staff working in one of our 5 offices or as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3,000 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets and over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 6,500 local staff and over 23,000 trained volunteers.

Our reach means 99% of people In England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



The organisation

Citizens Advice Manchester is a charity which provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We employ over 200 people and are one of the largest and most diversely funded Local Citizens Advice within the network. We are modern, innovative and progressive aiming to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.

Here are 4 ways you can find out more about us:

- Watch videos about the work we do: [Citizens Advice - YouTube](#) and [Find a way forward](#)
- Watch a video about our volunteers [Volunteers at CAM](#)
- Take a look at our [website](#)
- Take a look at the [national Citizens Advice website](#) and the [Campaigning site](#)

The role

The role you're applying for is **Relationship & Account Manager** within our Business Development Team.

As Relationship & Account Manager you will support the Business Development Team in establishing and maintaining positive relations with the Local Citizens Advice Network, business partners and other external stakeholders.

Working closely within the Business Development Team you will:

- Develop and maintain positive, long-term relationships with key external stakeholders, partners and subcontractors.
- Actively listen to stakeholders to identify their needs and drive excellent customer satisfaction.
- Contribute to the development of CAMs strategic business objectives.

What we give our staff

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. We set out the commitment we make to our people in the [CAM People Commitment](#). The role has an attractive remuneration package with excellent terms including:

- Flexible 37.5 hour working week
- Comfortable and modern City Centre location with free tea and coffee!
- Hybrid working (following successful probationary period)
- Pension, Cycle to Work and Life Assurance Schemes
- Health Plan with 24/7 Employee Assistance Programme
- Generous holiday entitlement of 25 days per year (additional to bank holidays), rising to 30 with long service

Role Profile

Role	Relationship & Account Manager
Salary	£39,908* (*pay award pending)
Location	Combination of city centre office and home working
Hours	Full Time - 37.5 hours per week
Reporting to	Assistant Chief Executive
Contract term	Permanent

Primary purpose of the role:

The focus of the post is to:

- develop and maintain positive, long-term relationships with key external stakeholders, partners and subcontractors (“the stakeholders”)
- actively listening to stakeholders to identify their needs and drive excellent customer satisfaction.

Key accountabilities	Key elements & tasks
Planning and Service Development	<p>Responsibility for the overall relationship management of CAMs corporate contracts/subcontracts and:</p> <ul style="list-style-type: none"> • Maintaining an awareness of legislative developments. • Ensuring that users & stakeholders views are included in the design, review and assessment of services. • Contributing to the strategic development of CAMs strategic business objectives.
Communication	<p>Develop and maintain strong relationships with stakeholders by:</p> <ul style="list-style-type: none"> • Acting as the primary point of contact for their inquiries and issues. • Conducting regular stakeholder reviews and meetings. • Participating in stakeholder events and networking opportunities. • Providing feedback to advice teams based on stakeholder input. • Where appropriate, liaising with national and local statutory and voluntary agencies. • Ensuring effective communication between all parties; troubleshooting and managing disputes. • Overseeing the development and implementation of a stakeholder marketing strategy to achieve maximum engagement from target groups.
Stakeholder Satisfaction	<p>Ensure stakeholder satisfaction through:</p> <ul style="list-style-type: none"> • Resolving issues promptly and effectively. • Responding to all complaints and reviewing complaints quarterly making recommendations for action where appropriate. • Collaborating with internal teams to meet stakeholder needs and expectations. • Gathering and analysing stakeholder feedback to improve service delivery. • Ensuring compliance with company policies and procedures.
Supply Chain and Subcontractor Management	<p>Establish robust subcontract management processes so as to:</p> <ul style="list-style-type: none"> • Manage the contract relationship between CAM and our subcontractors delivering services. • Regularly monitor and review performance of sub-contracted services to ensure KPIs and agreed outcomes are delivered. • Maintain accurate records of client interactions and transactions.

	<ul style="list-style-type: none"> ● Implement and manage contract performance improvement measures as appropriate. ● Ensure the maintenance of an effective internal and external referral system.
Reporting	Provide and present as required detailed: <ul style="list-style-type: none"> ● Performance reports to the Chief Executive, Trustee Board & stakeholders. ● Annual evaluation reports. ● Reports on stakeholder interactions and satisfaction levels. ● Statistical evidence on outcomes/outputs etc.
Partnership Board	Establish and attend monthly Partnership Board meetings including: <ul style="list-style-type: none"> ● Preparing documentation in advance of and following meetings. ● Setting agendas
Personal Development and Training	<ul style="list-style-type: none"> ● Self-identify own development needs and attend training opportunities. ● Attend performance management review meetings as required. ● Attend staff meetings and internal/external forums and meetings as required.
General Organisational Responsibilities	<ul style="list-style-type: none"> ● Uphold the aims & principles of Citizens Advice and its EDI policies. ● Abide by health & safety guidelines & share responsibility for your own safety and that of colleagues. ● Work in a positive and supportive manner and contribute to the creation of a good team environment. ● Follow organisation IT policies and procedures e.g. security and backing up of data, use of social media and personal use of computers. ● Ensure that GDPR annual training is completed and policies and procedures are adhered to at all times.

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

Citizens Advice Manchester is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.

Person Specification

Essential Criteria
Knowledge
Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout.
Awareness that Citizens Advice clients are at the heart of everything we do.
Skills and Experience
Proven experience (a minimum of 2 years) as a Client Relationship Manager or similar role.
Ability to manage multiple stakeholders and projects simultaneously with a focus on client satisfaction.
Excellent communication and interpersonal skills with the ability to build rapport and trust with clients.
Demonstrable track record in networking, building successful relationships, persuading and influencing strategic and operational stakeholders.
Strong problem-solving and conflict resolution abilities.
Proven ability to analyse complex data and produce management reports with clear conclusions and recommendations.
Significant experience of implementing performance improvement measures.
Ability to adapt to changing client needs and priorities.
Proven ability to plan, prioritise effectively and work with accuracy within a deadline driven environment and achieve results
Ability to work independently and as part of a team and a commitment to collective team responsibility.
Other requirements for the role
Ability to contribute to an adaptable, respectful and responsible organisational culture in line with our values and The CAM Way .
Ability and willingness to travel as needed for client and stakeholder meetings and events.

The application process

Stage 1 - Apply

You are required to submit a copy of your CV, this will be screened against the role description and person specification to assess whether your skills and experience is a good fit.

When you submit your CV you will also be asked to respond to **four** essential points from the person specification. It's important that you tailor your response to these points to clearly demonstrate how you meet the requirement. When responding you should choose examples of past experience to demonstrate how you fit the requirement, be precise about what you did, how you did it and the outcome or result of your actions. Remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities can also be given.

SUBMIT YOUR CV VIA OUR WEBSITE:
www.citizensadvicemanchester.org.uk/work-with-us

Please ensure your CV includes the following information:

- Your contact details (address, **telephone number** and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications

Stage 2 - Interview Day

If your application is successful, you will be invited to participate in a formal interview (lasting for around 60-90 minutes) at our offices in central Manchester (if attendance in person is not possible we may be able to accommodate a remote interview). During your interview you will be required to respond to scenarios based on typical requirements of the role (further details provided as part of the interview process) followed by a panel involved in running our service asking you questions based on the person specification.

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Equality & Diversity at CAM

Citizens Advice Manchester recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice Manchester will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equity, Diversity and Inclusion Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

Dignity at Work

Citizens Advice Manchester is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

Probationary Policy

New appointments are subject to a probationary period which begins once you have completed training. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at our discretion, an extension of the probationary period.

Our People

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits:

- **A commitment to your development.** We have a coordinated staff training and development pathway. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** From day one of employment everyone working at Citizens Advice Manchester has access to professional and completely confidential counselling and advisory services.

Equality and Fairness in Recruitment

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read [Transforming together: trusted advice in times of change](#) for more information.

Criminal Convictions

Anyone who applies to work within Citizens Advice Manchester will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for Citizens Advice Manchester – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, our national policy is that we will not take on anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place.

Disclosure and Barring Service Checks (DBS)

Some Citizens Advice Manchester positions may require the successful candidate to undergo a DBS check, this will be specified within the job pack.