

Partnerships Manager

Job Title	Partnerships Manager
Line Manager	Interim Head of Innovation
Direct report(s)	Project Support Officer
Salary	£35,000 - £38,000
Contract	Fixed-term (ending 31 March 2025, with possibility of extension)
Hours	37.5 per week (full-time)
Location	<p>Remote working with hot desking opportunities in London and Manchester a few days a month.</p> <p>Brightside meet in-person five times a year as a whole team. Smaller team meetings may take place in-person throughout the year.</p> <p>The role may require additional travel.</p>

About Brightside

Brightside is on a mission to help young people make confident and informed decisions about their future. For over [20 years](#), we've used technology to connect young people facing barriers with inspiring mentors. We deliver online mentoring programmes in collaboration with schools, universities, businesses and charities to provide young people with access to networks, online career information and high-quality mentoring. Read our latest impact report [here](#).

Role overview

The Partnership Manager will oversee and deliver account management across our mentoring partnership portfolio. This role involves managing the partner experience across a range of sectors, including higher education, the third sector, schools and corporate partnerships. The post-holder will be responsible for onboarding new partners, supporting them in developing their yearly mentoring plans, engaging in regular communications to ensure we're on track with our deliverables, and renewing contracts annually. Success in this role will be measured by key performance indicators such as partner satisfaction, partner engagement and meeting renewal income targets.

Key responsibilities

- Onboard new partners and welcome them to Brightside
- Complete annual mentoring project plans with all partners
- Provide account management for partners to ensure a positive experience
- Coordinate our partner engagement work (such as our partner forums and the partner satisfaction survey)
- Meet regularly with partners to monitor project deliverables and ensure we meet and surpass expectations
- Lead critical partnership meetings, including planning meetings, mid-point reviews and end-of-contract reviews
- Lead contracting and renewal discussions with partners to achieve renewal income targets
- Manage partner contracts and invoicing
- Lead the recruitment function for our London based mentoring project, working with schools to promote the opportunity to young people
- Create and monitor renewals strategies for each partner
- Identify opportunities for upsells across the portfolio
- Work with partners to identify their critical success factors, and work with the delivery team to realise these
- Maintain our stakeholder register, to ensure we have the right relationships across the portfolio and the Brightside team
- Collaborate with the Senior Programme Manager to manage our approach to risk across the portfolio
- Act as an escalation point for challenges that may arise in projects
- Support the Fundraising team by meeting with prospective partners to generate new business
- Line manage the Project Support Officer

Team working

- You will be line managed by the interim Head of Innovation
- You will line manage a Project Support Officer
- You will work closely with members of the Programmes Team to ensure we're on track with partner deliverables
- You will work closely with the Fundraising Team to support business development and new partnerships

Essential criteria

To be successful in this role, you should:

- Be strongly aligned with our mission
- Embrace [Brightside's values](#) and contribute to a positive staff culture
- Understand the challenges faced by young people in education and careers

- Demonstrate a strong track record in partnership management
- Be able to manage complex stakeholders
- Demonstrate a track record in partner retention/contract renewal
- Be able to build strong relationships and collaborate well with partners
- Possess excellent networking, communication and presentation skills
- Be target-driven and proactive
- Have excellent organisation and prioritisation skills

Desirable criteria

We are especially interested in candidates who:

- Have experience using Salesforce or other CRM software
- Have experience of project management
- Have experience of line management
- Have experience of using software such as Monday.com for tracking deliverables

A DBS check at the enhanced level will be required for successful applicants

Your development

You will be supported and challenged in this role. All staff can get involved in activities across the organisation. We are committed to the learning and development of staff and your line manager will work with you to create a personal development plan to support your growth and career progression.

We're committed to promoting a diverse and inclusive community where everyone can be themselves and succeed in the workplace and beyond. Our culture is inclusive and supportive to staff from all backgrounds, and we provide flexible policies to cater for the differing needs of all staff.

Salary and benefits

Salary: £35,000 - £38,000

Contract: Fixed-term (ending 31 March 2025, with the possibility of extension)

Hours of work: 37.5 hours a week (full-time)

Holiday allowance: 25 days

Other benefits include: Three additional leave days over Christmas, three days volunteering leave, employer pension contributions, flexible working hours, regular staff socials, a tenancy deposit loan scheme, up to one month 'work from anywhere' policy and the option of buying up to five additional days of annual leave

Application instructions

- Submit an answer via CharityJob to the question: "Describe a successful partnership you managed. What strategies or actions did you take that contributed to its success?"
- Submit a **one-page** cover letter, outlining how you meet the role's [essential criteria](#)
- Submit your CV
- **Applications must be submitted by 9am on Monday 17 June**

Applications without a cover letter will not be considered

Successful applicants will be invited to first interviews from the week commencing 24 June.

Successful applicants from the first interview will be invited to a second interview on the week commencing 1 July.

Please note – we will be monitoring applications and may invite candidates to interview sooner than the advertised dates. We may also make hiring decisions before the role closes.

Brightside will be conducting a blind recruitment process where names and gender-identifying features will be removed from the applications before being reviewed by the hiring manager for shortlisting.