



RECRUITMENT PACK

ACADEMY RELATIONSHIP MANAGER

CONTENTS

Job description	3
Key information.....	4
About the role.....	4
Responsibilities.....	5
Person specification.....	6
Hybrid Working Policy.....	8
Position in the team.....	9
Your application	10
Key dates.....	11
Application process.....	11
Completing your application.....	12
Diversity and inclusion.....	13
Requirements for working at Battersea.....	14
Data protection.....	14

JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

Academy Relationship Manager
(BDCH6243)



Department/Team

Global Programmes/Academy



Location

Battersea, London (hybrid)



Salary & Grade

£46,640 per annum

Grade C1



Hours

35 hours per week



Duration

Permanent

ABOUT THE ROLE

This role provides a significant new function for the Academy. Responsible for delivering greater numbers of organisations and learners to the Academy, this role helps to deliver against the strategic growth ambition.

You will be responsible for building the relationship management function for the Academy and forming relationships with UK and International shelters and rehoming organisations to ensure that learning opportunities are maximised.

You will support senior leaders at organisations to understand their resource and skills gaps, build bespoke training plans, and work with your clients to provide tailored support from the Academy.

You will identify new opportunities for engaging organisations and encourage your clients towards wider activities that support the sector and delivery of the Global Programmes strategy.

RESPONSIBILITIES

	Estimated % time
<p>To manage and maintain the portfolio of relationships with organisations that attend Academy learning opportunities, responsible for growth of the Academy in terms of penetration within organisations so that all staff and volunteers are accessing the products and services on offer:</p> <ul style="list-style-type: none"> • Build and maintain relationships with senior leaders at organisations ensuring that Battersea is the first choice for training within the sector and that learning opportunities are maximised. • Act as a first point of contact for your client relationships at the Academy. • Conduct initial fact-finding calls with potential organisations to build a profile. • Create tailored learning plans for their teams, sharing and promoting the use of the Rehoming Self-Assessment tool. • Provide proactive, accurate and timely advice and where appropriate, high-quality administrative support. • Undertake travel (UK and/or internationally) to support with relationship building and attending/presenting at conferences. 	55%
Working with the Academy Operations and Business Development Lead and the Head of Academy to design and build the Relationship Management function within the Academy, with a forward growth plan to meet demand.	15%
Through desk research (social media, search engines), recommendations from the Academy Operations Coordinators and other methods, identify new organisations to build a pipeline of new organisations and learners.	15%
Working with the Academy Operations Coordinators to support learners with the completion of bursary applications, and follow-up activities that may arise from training, ensuring timely submission to the Academy Bursary Panel.	5%
To identify possible case studies and work with the Academy Operations & Business Development Lead to develop these.	5%

To regularly meet with colleagues in the Grants and Animal Partnerships teams for information exchange on organisations and ensure that data capture platforms are fully utilised, and all pertinent data captured. 5%

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not an exhaustive list, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role and grade.

DECISION MAKING AND ACCOUNTABILITIES

- Contribute to decision making regarding future learners alongside the Head of Academy, Academy Operations & Business Development Lead and Academy Programme Lead.
- Accountable for recording and updating relevant data and ensuring GDPR compliance.

PERSON SPECIFICATION

ESSENTIAL

- Experience of working in a learning consultancy / advisory or mentoring role.
- Experience of working in a customer service environment and/or initiating and maintaining business relationships.
- Experience of maintaining clear and accurate records, ensuring a high level of accuracy and attention to detail.
- Willingness to undertake occasional travel in the UK and possibly overseas.
- Emotional resilience and tools and tactics to maintain positive mental health.
- Good standard of written English and numeracy and competent user of MS Office and IT systems.
- Experience of communicating clearly with the ability to adapt your communication style for different people as appropriate.
- Experience of dealing with sensitive issues with empathy and resilience.
- Proven ability to manage a high workload and multiple priorities whilst meeting deadlines.

DESIRABLE

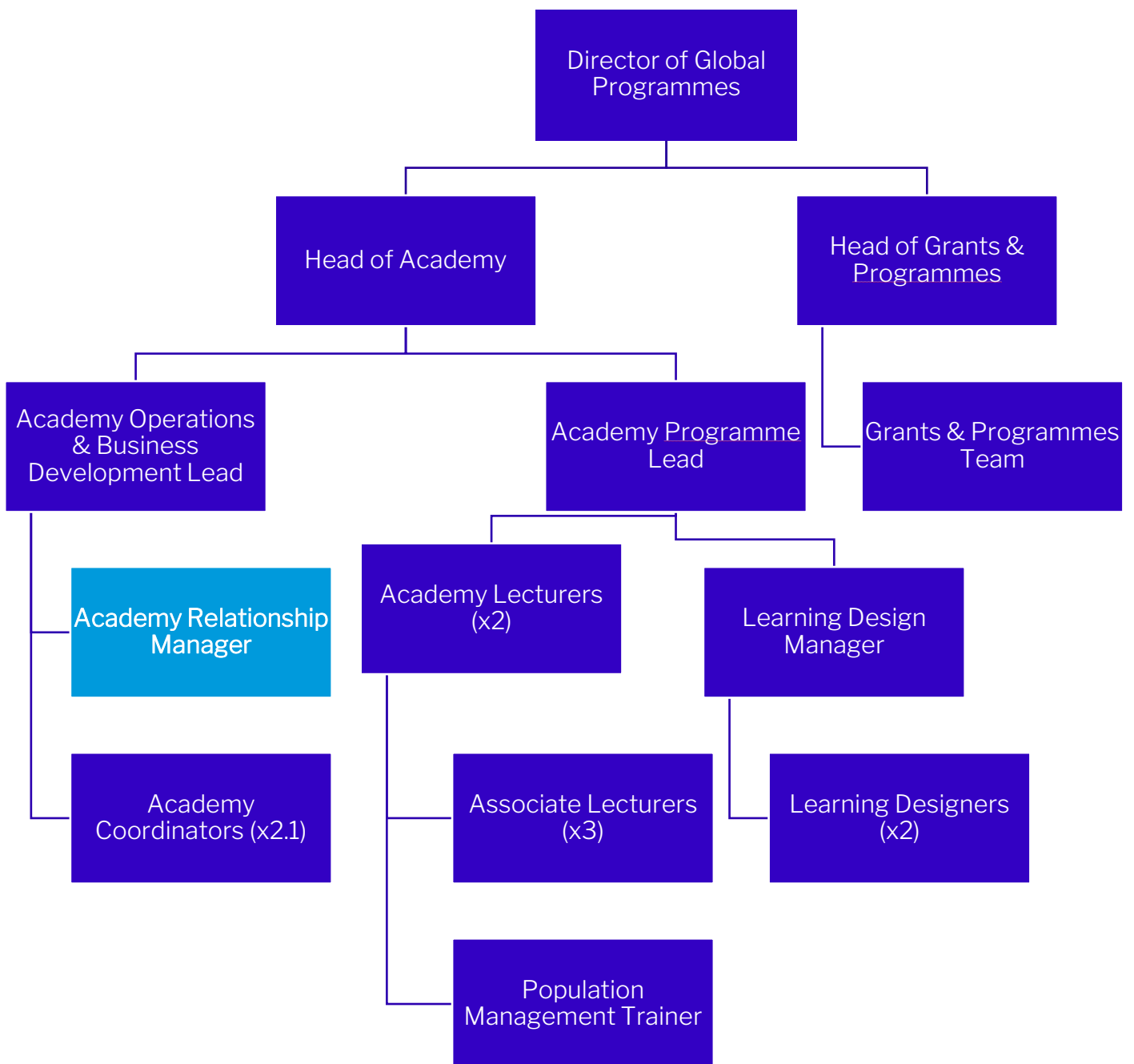
- Experience and skills in mentoring and/or coaching.
- Understanding of Organisational Development.
- Training in handling difficult conversations.
- Experience of working within a charity.
- A commitment to the animal welfare sector and building the capacity of smaller charities.



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

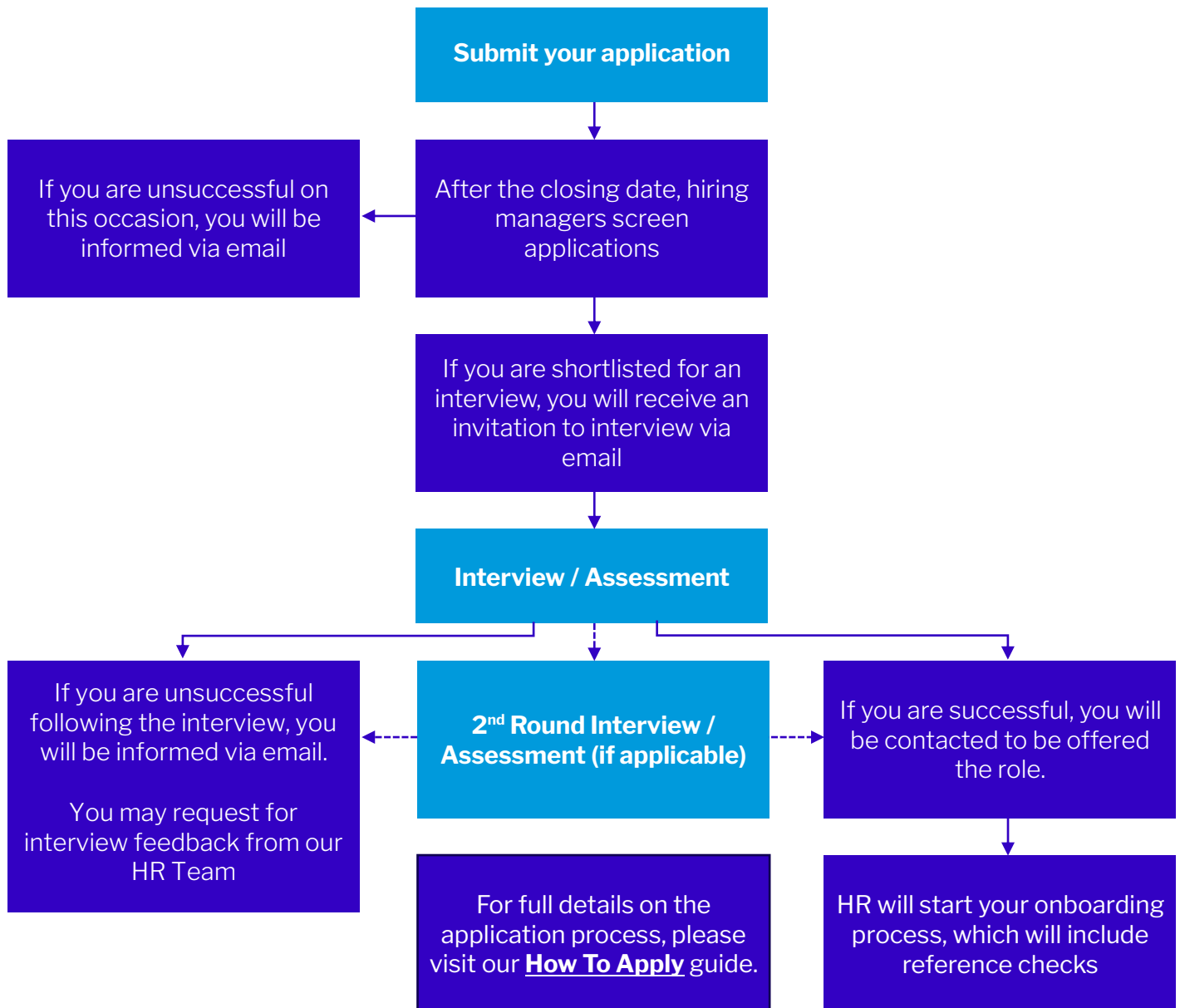
16th March 2025



Interview Date

w/c 31st March 2025

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

4 BATTERSEA PARK ROAD
LONDON SW8 4AA

+44 (0) 20 3887 8341
JOBS@BATTERSEA.ORG.UK

Battersea is a charity registered in England and
Wales (206394)

Patron HRH The Duchess of Cornwall GCVO
President HRH Prince Michael of Kent GCVO

