

## Relationship Manager

**Job Title:** Relationship Manager

**Location:** Home-based (option to use Crawley office or Regus Business Lounges across region)

**Regions:** Greater London and Southeast England, with occasional travel across the wider South of England

**Hours:** Full Time

**Salary:** £38,000

### The Role

As an essential member of the charity's services team, the Relationship Manager is responsible for establishing and nurturing partnerships with companies in the print, paper, publishing, packaging, and graphic arts industries. This role focuses on connecting the charity with companies not yet engaged, thus expanding access to resources like our 24/7 helpline to more sector employees. By building these connections, the Relationship Manager not only helps ensure more employees have access to our support services but helps provide valuable insights on the needs and challenges of those working in our sector, helping shape and enhance our support services. This is not a fundraising role, and no fundraising activities are required. This remote role offers flexibility to work from home, our Head Office in Crawley, or at Regus Business Lounges across the region. Approximately one-third of the time will be spent traveling to meet employers and employees at supported businesses, and attendance at trade fairs and industry events at least once a quarter may require occasional overnight stays.

### Key Responsibilities

- Identify business in our sector with whom we are not currently engaged with and make an approach with the intention of them becoming partners and thus granting their staff access to our support services.
- Build and maintain relationships with businesses in the sector, including visiting their premises and demonstrating the value of the charity's services to encourage take-up.
- Work closely with the marketing team to promote our monthly messages to businesses and employees.
- Report back to the services team on the main needs and challenges of those working in our sector, helping shape and enhance our support services.
- Maintain our Salesforce database to ensure information about partner businesses are accurate and up to date.
- Attend and represent the charity at trade fairs and industry events at least quarterly to talk about our services, including occasional overnight stays.

### Skills Required

- Strong interpersonal skills to foster and maintain partnerships with diverse stakeholders, including employers, employees, and industry bodies.
- Ability to establish trust and rapport quickly.
- Excellent verbal and written communication skills for effective presentations, networking, and promotion of our services.
- Networking skills to engage with industry professionals and promote the charity's mission.



- The ability to work remotely, both independently while managing time and tasks efficiently, and as part of a small close-knit team.
- Proficiency in using Customer Relationship Management (CRM) tools, like Salesforce, to maintain accurate records of partnerships and interactions.
- A valid driving license and access to a car, with the ability to travel regularly to meet partners and attend events across the southeast of England

### **Experience Required**

- Experience in soft sales, business development, or account management, focusing on relationship-building and account management is essential.
- A background in the print, paper, publishing, packaging, or graphic arts industries would be advantageous.
- An understanding of how businesses communicate with their staff, ideally across single or multiple sites, and an understanding of the potential issues related to health and wellbeing in the workplace.
- Experience in networking, including attending and representing organizations at industry events.

### **Salary & Benefits**

- Salary £38k
- Flexible working opportunities
- 25 days' holiday a year (plus 8 bank holidays)
- Salary sacrifice pension with 6% employer contributions
- Life insurance cover
- Healthcare Cash Plan
- Enhanced maternity, paternity, adoption and shared parental leave pay (conditions apply)
- Confidential access to Employee Assistance Programme

### **To apply:**

In the first instance, please send your CV and covering letter to: [careers@theprintingcharity.org.uk](mailto:careers@theprintingcharity.org.uk)