

“Working in partnership to influence and transform health and social care”



# Relationship Manager

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£36,050 | 35 hours per week

[www.thevcsalliance.org.uk](http://www.thevcsalliance.org.uk)

# Job Description

**Post:** Relationship Manager

**Responsible to:** Senior Relationship Manager

**Hours:** 35 hours per week (full-time)

**Salary:** £35,000

**Location:** Based at Perkin House, Bradford

**Special Conditions:** As part of this role, you will be required to work and travel across the Bradford District and Craven. While the VCS Alliance supports hybrid working, there is an expectation that you will be based at the office for at least two days per week.

**Benefits:** 28 days annual leave per year plus bank holidays, and an additional day of leave for your birthday. Employee Assistance Programme, hybrid working, workplace pension, opportunities for professional development and free office parking.

## Purpose of the post

You will lead one or a small portfolio of programmes.

For all programmes within our portfolio, the VCS Alliance acts as the lead accountable organisation. The postholder will be responsible for ensuring that delivery under the programme(s) takes place aligned with the VCSA values.



# Job Description

## Duties and Responsibilities

### Key Working Relationships

- Form a network with a wide range of partners that is supportive of each other.
- Foster strong relationships through effective partnership working, ensuring mutual benefits and successful relationship management.
- Facilitate and be the guardian of the co-production of clear principles of engagement, common priorities, and shared agendas.
- Ensure actions are completed by all internal and external stakeholders.
- Ensure VCSE partners are well represented in engagement with commissioners and develop a strong reputation of the VCSE as partners.

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### Operational

- With support from the Senior Relationship Manager, act as the lead accountable body for programmes within the portfolio.
- Advise delivery partners on how best practice might be adopted for future development of services.
- Facilitate, co-ordinate, and chair multi-disciplinary meetings and events. Manage the information shared before, during, and after meetings.
- Work with other VCS Alliance staff to ensure connections to other relevant programmes across the system.
- Work with other VCS Alliance staff to develop and operate monitoring processes that support learning and assess effectiveness of provision.
- Lead on a range of programmes to ensure that the outcomes agreed are delivered on time, to quality standards, and in a cost-effective manner, adjusting plans as required.
- Monitor finance expenditure and outputs relating to programme, budget and report to Senior Leadership Team and Board as appropriate.
- Work with the Senior Relationship Manager and other VCSA staff to ensure accurate information is entered into template contracting agreements for effective project management.

# Job Description

## Information Management

- Present information and create briefs about programmes that make complex topics easier to understand.
  - Co-ordinate and share learning with a partnership of organisations.
  - Draft reports summarising status on issues, outcomes, and provide progress/highlight reports. Act in a solution focussed way to present potential solutions to challenges.
  - Ensure information is managed and processed safely, securely, and in-line with relevant laws and regulations, such as maintaining an information asset register.
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## Impact and Insight

- Work with other VCS Alliance staff to plan, develop, and evaluate methods and processes for gathering, analysing, interpreting, and presenting data and information.
  - Analyse, interpret and present data to highlight issues, risks and support decision making across the portfolio.
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## General Requirements

- Undertake personal training as required.
  - Attend regular supervision sessions and staff meetings.
  - Support general VCSA administration by handling inquiries via the telephone, email, and drop-ins.
  - Provide relevant information for VCSA's newsletters, mailings, website, and social media.
  - Comply with all organisational policies and procedures.
  - Promote VCSA positively with all stakeholders during the duties of your work.
  - Undertake any other duties prescribed by your line manager.
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# Person Specification

| Qualities   | Assessment                 |
|---|----------------------------|
| Collaborative: team player with a win-win mindset.  | Lumina Spark               |
| Adaptable: Works towards an overall vision with emerging goals.   | Lumina Spark               |
| Logical: Objective and applies reason.  | Lumina Spark               |
| Solution focussed: Driven to find effective, practical solutions.   | Lumina Spark               |
| Skills and Experience   |                            |
| Experience in building and maintaining relationships with internal and external stakeholders.                               | Application / Interview    |
| A proven track record of influencing stakeholders at a senior level.  | Application                |
| Ability to present complex information to a range of audiences.   | Interview                  |
| Excellent written, oral, and interpersonal skills needed to produce high quality written communications.                    | Application / Presentation |
| Experience of working collaboratively with teams to deliver against collective outcomes and ambitions.                      | Application / Interview    |
| Able to use initiative, prioritise and work with minimum supervision. Flexible and agile in a rapidly changing environment. | Application / Interview    |
| Able to work under pressure and meet multiple deadlines at the same time.   | Application / Interview    |

# Person Specification

|  |                         |
|--|-------------------------|
| Self-motivated, well organised, with experience of working to deadlines.                             | Application / Interview |
| Desirable: Experience in a similar role.   | Application             |
| Desirable: Experience working in the VCSE and/or Health and Social Care services.                    | Application             |
| Desirable: Project management experience.  | Application             |
| <b>Knowledge</b>   |                         |
| An understanding of the challenges and opportunities for the VCSE Sector in the current environment. | Application/Interview   |
| An understanding of health and care systems and the current challenges they face.                    | Application / Interview |
| <b>Values</b>  |                         |
| Commitment to diversity and inclusion.   | Interview               |
| Commitment to working sustainably.   | Interview               |
| Demonstrates honesty, openness, and respect for everyone.  | Interview               |
| Commitment to personal learning and development  | Interview               |

# More info

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## Notes

All job roles are subject to change from time to time and this job description will be reviewed regularly. The job description is a guide to the work that you will be required to undertake and represents a range of responsibilities commensurate with the seniority of the post.

This post is subject to a 3-month probationary period.

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## Application

Please see our [Job Application Pack](#) for how to apply and the full information about our Application and Recruitment process.

## Contact

If you would like to know more about this exciting opportunity or if you have any questions - please contact Yasmin Khan, Senior Relationship Manager, by emailing: [Yasmin@thevcsalliance.org.uk](mailto:Yasmin@thevcsalliance.org.uk)

## Deadline:

The closing date for applications is Midnight on the evening of **Sunday 10 May**. Interview times are to be confirmed.

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