**Job title:** Relationship Manager

**Reporting to:** SEF Programme Manager

**Salary:**  £32,000 pro rata + 5% pension

**Hours:**  Part time (14 hrs p/w)

**Based:**  Edinburgh / Glasgow (initially home-based)

**Start date:**  ASAP

**About Firstport**

The Firstport Group is Scotland’s leading agency for supporting social entrepreneurs, social enterprises and purpose-led businesses. Encompassing Firstport for Social Entrepreneurs and FirstImpact, the group has over 12 years’ experience supporting thousands of entrepreneurs to develop, start and grow their businesses.

Firstport is Scotland’s development agency for start-up social enterprise. We support early-stage social enterprises and highly motivated people to test, refine and grow their ideas into viable social businesses. We provide a package of support that includes seed funding, business advice, training, practical tools and connections to help social entrepreneurs make their ideas a reality.

In 2019 we launched our strategy, [Increasing Social Impact through Entrepreneurship](http://www.firstport.org.uk/images/New%20Strategy%20Launch/Firstport%20strategy-%20Increasing%20impact%20through%20entrepreneurship.pdf), with a focus on increasing our capacity to support the growing interest in social entrepreneurship and playing a more purposeful role in shaping in wellbeing economy in Scotland. While we continue to pursue the principles outlined in the strategy, we are doing so with a renewed and refreshed focus, considering the context in which we now operate, and the need to respond to a different future.

We are committed to equality, diversity, and inclusion, and we aim to recruit and retain the best candidates from the widest pool of talent, one which reflects the communities we serve.

We strive to create an environment where everyone can be themselves and do their best work. We offer:

* A generous holiday package – 25 days annual leave entitlement, plus bank holidays.
* Pension scheme.
* Flexible working.
* An Employee Assistance Programme, which provides access to a range of support relating to work/life balance, and physical, emotional, and mental health.
* Bike-to-work scheme.

**Job role specification**

**Job title:** Relationship Manager

**Reporting to:** SEF Programme Manager

**Based:** Edinburgh / Glasgow (initially home-based)

**Hours:** Part time (14 hrs p/w)

**Job purpose:**

The Relationship Manager is the person responsible for managing Firstport’s relationships with its clients across all programmes. While focusing primarily on Awards Management and follow-up, they are in charge of building long-term relationships with a group of clients and generally stay with clients for the length of their relationship with the Firstport, helping with the transition between programmes. Liaising with relevant stakeholders, particularly business advisors, programme managers, and strategic partners, the relationship manager problem-solves to ensure health of the caseload of award applicants and awardees, escalating to Programme Manager or the Head of Programmes as needed. S/he contributes to continuous improvement, recommending process improvements for senior management consideration. This role is crucial to the success of the organisation.

**Essential Duties and Responsibilities**

**Programme and Relationship Management**

* Work with the Leadership team and programme managers to deliver operations across all programmes as they relate to awards and client relationship management, and referral to business support.
* Standardisation of award management processes and procedures across programmes, ensuring easy transition between programmes.
* Support the Awards Programme team with the delivery of all awards management and processes within the Social Entrepreneurs Fund as well as wider programmes, working closely with other programme managers and business advisors.
* Keep records and analyse data which assist the evaluation of effectiveness of Firstport’s award management activity.
* Contribute to the preparation of reports for senior managers / Board / funders.
* Ensure that programme partners and staff understand and apply financial management and control policies to deliver on agreed priorities.
* Support the development of relations with partners, including governments, civil society organisations, and others.
* Together with the other members of the programme teams, agree annual priorities for programmes work in support of the strategy, and develop and monitor annual work plans.
* Contribute to strategic alignment and strong collaborative relationships amongst programme teams.
* Engage in relevant external networks for learning and sharing of best practice in project and programme management.
* Work as part of operational programme teams to deliver and make decisions about programme delivery and client relationship management.

**Monitoring and Evaluation**

* Work with the programmes team to oversee an effective monitoring and evaluation process which can clearly measure and demonstrate the impact of Firstport’s awards programmes and client relationship management.
* Support the implementation and ongoing development of monitoring, and evaluation processes and systems to collect output and outcome level data.
* Assist partners in establishing and maintaining effective monitoring systems where relevant.
* Contribute to internal and external inputs required for writing, editing, design and production of M&E reports and programme learning products, ensuring compliance with reporting requirements.
* Assist with the development of a strategy for identifying, reflecting on and disseminating learning internally and externally.
* Participate in the exchange of learning amongst staff and partners.
* Assist in identifying and facilitating client referrals to internal and external programmes.

**Person Specification**

We are looking for talented people from a wide range of backgrounds and communities. Whether through lived or gained experience, or both, you will understand and share a passion for what we do.

**Essential**

* A track record in analysing, planning and making decisions.
* Ability to produce narrative reports for external and internal stakeholders.
* Experience of budget development and financial management.
* Ability to manage and motivate clients.
* Ability to develop good working relationships with a range of stakeholders from diverse backgrounds.
* Experience of working with partner organisations and managing partnership relationships.
* Digitally confident – proficient in a range of digital tools including MS Office suite, Google suite etc.
* High level communication skills, including experience of communicating effectively across cultures and with diverse audiences, both verbally and in writing.
* Excellent written and spoken English.

**Desirable**

* Educated to a relevant degree level or relevant experience in a similar role.
* Programme/grant management experience, preferably in the third sector or in a social enterprise.
* Proven experience of customer/client relationship management with the third sector, social enterprise, and other civil society organisations and networks.
* Experience in strengthening organisational processes and systems, including staff development.
* Solid knowledge of and experience in Monitoring, Evaluation and Learning.