

Relationship Manager (Full-Time / North East & North West Region)

Job Description:

This is an exciting opportunity to make a difference for children. We have a vacancy for a new field-based full-time Relationship Manager. The post is also suitable for job share. Reporting to the Head of Sector (HoS) your responsibilities will include but not be limited to:

- Maintaining close contact with Thrive Central Office, including attending meetings
- Developing and implementing longer term plans for your area (see Deliverables below)
- Contributing to the future development of Thrive with feedback from your region
- Co-ordinating and delivering network meetings, open afternoons, awareness sessions and inductions
- Forming close relationships with schools and settings in your region
- Maintaining a connection with practitioners in your region
- Taking part in quality assurance processes
- Support the training process in your region
- Implementing the development plan for your region, playing a hands-on role in developing new areas and monitoring bookings
- Co-ordinating access for settings/schools to specialist support when they need it
- Provide support to embed and explore best practice
- Providing support and information about the range of Thrive services and products

As the friendly face of Thrive your activities will include, but not be limited to:

Development Plan

- Contribute to the development plan for your region
- Identify and develop key strategic relationships
- Know the health and wellbeing needs in your region and proactively introduce Thrive
- Be aware of the key partnerships, trusts and consortia in your region, with which to develop positive relationships

Building Awareness

- Identifying areas of greatest need and generating awareness/interest in the Thrive Approach by
 - Setting up and running Thrive Awareness sessions in the area (or arranging them)
 - Opening up conference and speaking opportunities
- Managing new enquiries, leads, provisional and confirmed bookings
- Following-up enquiries
- Progressing leads and ensuring a good handover to the Thrive office
- Maintaining contact and supporting the positive image of Thrive
- Maintaining records on Thrive central systems and preparing monthly management reports and forecasts

Supporting New and Existing Clients

- Stimulating capacity planning in the region
- Identifying local area ambassadors and potential 'partnership' schools
- Facilitating the set-up of regional hub(s) and network(s)
- Maintaining a connection to ensure that Thrive is properly embedded so that it makes a lasting difference for children
- Understanding the particular needs of the region and, in conjunction with Central Office, organising appropriate courses and training modules to meet those needs
- Provide information about additional services that Thrive can provide

Quality Assurance and Training

- Becoming a licensed practitioner is a requirement of the role
- Delivering Thrive training may be possible for existing Thrive trainers. Trainers will run one course per team and at least one per year
- Supporting Principal Trainers in delivering TTT may be a requirement of your role, running at least one train the trainer course per year
- Take part in the quality assurance processes for practitioners
- Understand the requirements of a trainer and take part in the selection and assessment process
- Depending on your area of expertise, you may be commissioned to contribute content for editing to the content development editing team.

Person requirements

To be considered for this role, you will need to demonstrate:

Essential

- Sound understanding/experience of the Thrive Approach
- Confident communicator
- Ability to make connections with people from a wide range of education/health, community and social care settings
- Empathy and understanding of the challenges children and young people face
- Empathy and understanding of the challenges faced by those working closely with children and young people
- Adaptability and flexibility with an openness to change
- Excellent presentation skills, both verbal and written
- Ability to work on your own initiative and supportively with team members
- Excellent organisational skills and sound time management
- Ability to achieve licenced practitioner status within three months of appointment
- Able to travel and stay away from home on a regular basis
- Commitment to the vision and commitments of Thrive

Desirable

- Evidence of higher level study such as degree, diploma or similar
- Good understanding of education, social care and health structures at a local, regional and national level
- Good understanding of the public finances underpinning services relating to children's wellbeing and mental health
- Experience of working with and/or within relevant sector
- Be a licensed Thrive Trainer or Practitioner or have completed Practitioner training within the past 3 years

Package

- Annual salary dependent on qualifications and experience
- Holiday entitlement of 33 days per annum including bank holidays (pro rata for part time or jobshare)
- Discretionary annual pay review
- Discretionary annual bonus
- Fun fund for company events
- On-site parking at Seale Hayne

Employment will be subject to:

- Receipt of two references, one of which must be from your most recent employer
- Confirmation that you are eligible to work in the UK
- The satisfactory outcome of a check by the DBS
- Satisfactory completion of probationary period

If you are someone seeking to make a positive contribution to the lives of children through the work Thrive does, and you have a genuine passion for relationship management, you should email your CV and covering letter to the HR Manager at human.resources@thriveapproach.com.

Closing Date for Applications: 25th October 2019

1st Interview Dates: 14th/15th November 2019

2nd Interview Date: 29th November 2019

