



LONDON SPORT JOB DESCRIPTION & PERSON SPECIFICATION

Job Description:

Job Title:	Relationship Manager
Salary:	£32,000 - £45,450 (It is our policy to appoint at the lowest end of the grade; if candidates are able to evidence a higher current salary within the grade, this may be considered at London Sport's discretion)
Contract type:	Permanent
Hours of work:	Full time, 35 hour week and may include some evening times and weekend working as required
Reporting to:	Strategic Relationship Manager

About London Sport:

We are here to help physical activity and sport to work better in London. Our vision is to make London the most physically active city in the world, and we have a target of helping to get 1,000,000 Londoners to be more physically active by 2020. The future health of our capital relies on hundreds of different organisations working better together. Between us, we need to improve the opportunities for Londoners to lead an active life by being more collaborative, more efficient, more diverse and more innovative.

We are here to help others do just that. As the first stop shop for physical activity and sport in London, it is our job to bring everyone together, to put [London's Blueprint for a Physically Active City](#) into action, and to help make London a stronger community for everyone.

Purpose of the post:

To initiate, develop and manage successful and productive relationships between London Sport and stakeholders at a regional and local level to contribute to the achievement of London Sport's strategic objectives.

Main activities and responsibilities

1. To positively engage with appropriate stakeholders and partner organisations to secure their commitment and collaboration towards the strategic objectives of London Sport.
2. To act as the relationship lead for designated stakeholder groups and organisations at a regional and local level.



3. To develop and successfully implement partnership agreements with relevant stakeholders and partner organisations, defining clear roles and responsibilities.
4. To develop and manage specific programmes, activities and projects relating to the relevant stakeholder groups.
5. To regularly gather monitoring data, customer insight and user feedback to identify service improvements and to incorporate these into refined plans.
6. To identify and propose service improvements to the Relationship Management Team.
7. To work effectively with other Managers and colleagues to ensure coordination, integration and synergy between work strands and programmes.
8. To continually seek best practice and strive to identify and implement service improvement.
9. To ensure self-development of competencies, skills and knowledge as required by the role.
10. To deputise for the Strategic Relationship Manager where necessary.
11. To carry out duties and responsibilities of the post at all times in compliance with London Sport's policies.
12. To undertake any other duties deemed relevant by the Strategic Relationship Manager and / or Director of Operations.

Location

The role will be located primarily in the London Sport office in central London but travel to attend meetings and carry out other work-related duties will be required across South West London and occasionally beyond.



Person Specification and Selection Criteria:

- A. A track record of achievement of results and impact gained by experience in a field related to physical activity and sports development.
- B. A track-record of initiating, developing and managing positive stakeholder relationships or customer services.
- C. Excellent communication and interpersonal skills; the ability to enthuse, persuade, negotiate and influence in the spoken word and in writing.
- D. An excellent knowledge and understanding of the physical activity and sport environment and stakeholders, particularly in London.
- E. Excellent organisational skills; the ability to manage multiple projects, prioritise and meet deadlines.
- F. Ability to work on own initiative and as part of a team.
- G. Experience of project management; developing, implementing, monitoring and evaluating delivery plans and budgets for programmes.
- H. Sound strategic, critical thinking and decision making skills.
- I. Ability to demonstrate a practical commitment to the Values and Behaviours of London Sport.
- J. Ability to work under pressure and adopt a flexible approach to working methods.
- K. Good working knowledge of IT and Microsoft packages.
- L. Ability to demonstrate an understanding of equality, diversity and safeguarding and its practical application.
- M. A commitment to personal development.

London Sport Behaviours and Values

1. **Simplicity:** simplify concepts and processes as much as possible
2. **Improvement:** evaluate and challenge to get the greatest possible impact; develop relevant skills and knowledge to improve performance
3. **Creativity:** explore and encourage new ideas



4. **Teamwork & Collaboration:** pursue our own objectives whilst also proactively supporting colleagues and partners to meet theirs; proactively seek and share relevant information

5. **Responsibility:** for our own decisions, actions, results and impact; learning from our experiences

6. **Solution-Focused:** seek solutions whenever we encounter problems

7. **Open:** promote and encourage discussion which is respectful, constructive but challenging

How to Apply:

To apply for this position please send a completed application form outlining your suitability for the role to hr@londonsport.org by 23:59 on Sunday 5 November 2017.

Interviews will take place on Monday 13 November 2017.