



# Job Description

## General information

Job Title	Relationships Manager
Location	Remote working
Reporting To	Chief Operating Officer
Department	Fundraising
Website	<a href="https://nationalemergenciestrust.org.uk">https://nationalemergenciestrust.org.uk</a>
Employment Status	Full time
Salary	£32,000 per annum

## Background

Launched in November 2019, the National Emergencies Trust (NET) was set up to raise funds from the general public in the event of a domestic disaster or emergency. When a disaster hits, the Trust collaborates with charities and other bodies to raise and distribute money and support victims. The funds collected are distributed by local partners on the ground in the areas affected by the emergency event.

NET launched the Coronavirus Appeal on 18th March 2020 in response to the COVID-19 pandemic. Supported by donations from corporates, charitable trusts and the public, the Appeal is allocating funds to community foundations across the UK to assist voluntary organisations doing vital work on the community frontline; from food banks and delivery services, to suicide prevention lines and mental health support.

NET is working as a central coordinating and facilitating body, working closely with and using the capacity of existing organisations, including British Red Cross, Just Giving, the members of UKCF, London Emergencies Trust and local authorities to achieve its fundraising and grant making objectives.

We are seeking a Relationship Manager who will work with NET management and Trustees to ensure that NET's approach to stewarding and developing partnerships is innovative, thoughtful and efficient. The role will include continued stewarding of the NET's Coronavirus Appeal partners and ongoing stewardship in preparation for the next emergency.

## **Key Purpose of Role**

As a member of the NET team, to act as the key relationship builder and ensure that trusting relationships are built and nurtured with our major donors and contributors.

Working closely with the Chief Operating Officer and the Head of Campaigns, identifying and nurturing key strategic partners, developing enduring relationships with an impactful output during emergencies that will benefit both the NET and the partner, ensuring equity and fairness across a wide spread of communities and bodies.

## **Key Responsibilities / Tasks**

1. Work with the senior team to draft and implement a strategic partner plan over the next two years
2. Understand donor / client companies' needs and develop plans to integrate their funding strategy with NET's own approach
3. Identify key staff in client companies to cultivate beneficial relationships
4. Promote high-quality communication through stories of change
5. Aim to retain partners from one emergency to the next by engaging them with NET's purpose in the long term
6. Develop a pipeline of potential partners and approach them to establish a strong relationship
7. Resolve client complaints quickly and effectively
8. Take responsibility for activating the network during an emergency
9. Line management of surge capacity staff during an emergency
10. Carry out other responsibilities as required from time to time

# Person Specification

## Qualifications

- Degree or similar experience or qualification in Business Administration. Please note that qualifications are not essential.

## Experience & Expertise

### Essential:

- Proven experience in a similar role
- Substantial experience donor management where strong communication and collaboration are required
- Strong project management skills
- Ability to gain solid and accurate knowledge of partner organisations
- Ability to build consensus among strategic stakeholders and charts a path to immediate, constructive action through clear, operational plans
- Demonstrate a customer-oriented mindset
- Able to remain calm and effective during a fast-paced emergency response
- Mature approach to remote and flexible working

### Desirable:

- Excellent knowledge of customer relationship management (CRM) practices and strong attention to detail
- Experience working in a high intensity environment

## Skills & Approach:

- Aptitude for fostering positive relationships and able to bring partners between diverging viewpoints together to a point of collaboration
- Manages well under pressure
- Strong team-working skills
- Ability to cope with changing priorities in crisis

## Travel:

Currently remote working contingent on government guidance.

## Additional Information

Staff work 40 hours per week with opportunities for flexible working with extended hours and weekend working during an emergency or attendance at events. From time to time, the job will require some UK travel.

Benefits include a 4-6% employer pension contribution and 33 days' annual leave including bank holidays.

### **Terms and conditions**

NET is an equal opportunities employer and is committed to diversity. We are committed to the fair and equal treatment of potential and existing employees irrespective of race, colour, nationality, ethnic or national origin, religion, age, disability, gender, sexual orientation, marital status or any other potentially unlawfully discriminating factor. We aim to recruit the person most suited to the job and welcome applications from candidates from all backgrounds.