
Summary of Role

Job Title:	Relationship Manager
Reporting to:	Chief Executive
Hours:	Monday – Friday 9:00am – 5:00pm
Location:	6-8 Bonhill Street, London, EC2A 4BX
Salary:	£45,000 subject to experience
Application Deadline:	ASAP by email to Careers@BuildUK.org including CV & personal statement setting out suitability for role

Build UK is the leading representative organisation for the UK construction industry. Offering influential and dynamic leadership, Build UK is transforming the delivery of construction projects for the benefit of the industry, its clients and the UK economy. Representing more than 40% of UK construction, Build UK creates the conditions for supply chains to thrive by delivering change on key industry issues.

Our friendly team is based in offices in Bonhill Street (EC2A 4BX) where we have a vacancy for a **Relationship Manager** who is responsible for building and maintaining positive relationships with Build UK members and stakeholders in order to grow membership and increase revenue.

About the Role

This role involves developing and implementing recruitment and retention strategies for Build UK, maintaining regular engagement with members, partners and sponsors, and promoting the benefits of working with Build UK. The right candidate will develop and strengthen membership and make a positive and visible impact on the profile of Build UK within the industry.

You would be expected to develop an in-depth knowledge of the business of Build UK and its members and understand the membership benefits offered through our external stakeholders and partners. You will be confident and dynamic, have the ability to prioritise a busy workload, project a professional image and have excellent written and verbal communication skills.

Result Areas

- Growth in Build UK membership
- Increased revenue
- High levels of member engagement and retention
- Valued membership benefits that support members' businesses
- Increased number of high profile and long term partners and sponsors
- Increased recognition of Build UK
- Engaging and influential events
- A high quality network of contacts

Responsibilities

- Fulfilling a managerial role within the team
- Developing and implementing membership strategy to recruit and retain members
- Developing and implementing partnership and sponsorship strategy
- Managing stakeholder engagement including membership criteria, partnership agreements and sponsorship contracts
- Improving stakeholder satisfaction through the development of relationships at all levels
- Developing, promoting and monitoring the use of membership benefits
- Developing targeted and relevant stakeholder information and communications
- Developing and implementing effective systems and processes related to members, partners and sponsors
- Identifying new relationship opportunities to increase revenue
- Supporting the wider team with the development and implementation of Build UK policy and outcomes

Knowledge & Experience

- Educated to degree level or equivalent with excellent written and verbal communication skills
- Extensive experience in strategic account management, dealing with senior level representatives
- Sales and marketing experience is essential
- Ability to develop CRM systems and track engagement across an organisation
- An understanding of the economic and social pressures on business
- Experience of delivering projects on budget and programme within a fast-paced working environment
- Knowledge of construction is an advantage

Build UK Core Values

- **Corporate Image** - Ensuring commitment and attention to detail with a particular focus on the consistent and professional appearance of Build UK at all times
- **Credibility** - Delivering honestly and effectively each and every time whilst having the confidence to say that more information is required before an answer can be given
- **Innovation** - Being prepared to take risks and make decisions that push traditional boundaries
- **Delivery** - Taking ownership and responsibility for tasks, preparing for all eventualities and seeing commitments through to the end
- **Team** - Playing to the team's strengths and providing encouragement and support to colleagues as well as debriefing effectively and learning lessons with a view to continuous improvement