



Job Description

Company Values	Delight Principles
Dedicated	To making sustainable choices and continuous improvement
Enthusiastic	Have willingness and passion for everything we do
Likeable	Being approachable, delightful, friendly and fun
Inclusive	Showing compassion, fairness and respect to all
Generous	Giving back and going the extra mile
Honourable	Working with integrity, honesty and accountability
Teamwork	Collaborating and communicating with others considerately

Job Title: Relationship Manager

Reporting to: Managing Director

Summary of Role: Responsible for successful outcomes through relationship management of assigned client accounts, and governance and performance management of Rapid Relocate's supply chain. Embed our DELIGHT culture into every aspect of your work constantly striving to exceed customer and client expectations.

Key Accountabilities Activities

- Contributes to the achievement of the overall business plan for the company including the growth goals and monthly KPIs

Client

- Acts as account manager for assigned clients, delivering strategic objectives within the relationship and ensuring that engagement is positive and delivers benefits to both organisations
- Responsible and accountable for overseeing service delivery and new initiatives to meet and exceed budgeted revenue sales, minimising leakage, for assigned clients
- Seeks new ways to add value to client relationships to maintain our 100% client retention rate
- Coordinates and executes team training to ensure client specific ways of working are adhered to.

Supplier

- Responsible for the management and governance of assigned suppliers from Rapid Relocate's supply chain
- Negotiate and periodically review contracts, terms and prices with suppliers
- Provide supplier training and best practices to employees
- Develop and maintain assigned supplier relationships, ensuring quality standards and reducing costs
- Provides handover to the operations team once agreement has been reached with new suppliers regarding contract (if appropriate), specific SLAs and process

General

- Acts as an escalation point for the service, dealing assigned client or supplier issues unable to be resolved by Operations
- Analyses data and performance to identify and resolve issues
- Stays up to date with and shares business intelligence gathered from sources including marketing campaigns, industry analysis, competitive analysis and supplier feedback
- Supports management and peers as and when required with reports/MI/presentations



- Proactively generates qualified new supplier and/or client opportunities / meetings (face-to-face/phone/video/presentations/invitations to tender) which have the objective to drive profitable sales for Rapid Relocate, with support where required
- Attends and supports new client prospect meetings, exhibitions, supplier and/or networking events (internally and externally) as and when required and in some cases present
- Monitors monthly performance and completes a monthly report

General Duties:

- Liaises with the Operations team to ensure delightful service levels are maintained
- Contributes into RFI / RFP / other tender documents.
- Oversees input into supplier requests for information
- Follows all relevant policies and procedures
- Ensures the relevant sections of the BMS are kept up to date and makes changes to both Master and Working sections as necessary
- Adhere and contribute to ESG initiatives

Health & Safety:

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line manager.

Hours of work:

Full Time, 40 hours per week.

This role will require a degree of flexibility with early/late appointments/exhibitions etc. and may require overnight trips away.

Hybrid working considered.

Package:

- Salary: From £32,500
- Bonus scheme
- Holiday from 21 days plus your birthday as holiday, and extra holiday for years of service
- Medical scheme
- Pension scheme

Flexibility:

Due to the nature of the business, a degree of flexibility is required, and you may be required to perform certain tasks not specific to your role when there is a business need to do so.

Person Specification:

Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • GCSE English & Maths 	<ul style="list-style-type: none"> • A-level/degree



Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Proven commercial skills • Proven success in building and maintaining positive work relationships • Experience with problem solving and customer complaints • Sales and negotiation skills • A broad knowledge of procurement procedures • Experience of negotiating and managing large and complex contracts • Experience in account management and/or supply chain performance management 	<ul style="list-style-type: none"> • Experience within the alternative accommodation industry
Communication Skills	<ul style="list-style-type: none"> • Excellent written and verbal communicator at all levels • Confident presentation skills 	
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Intermediate in Microsoft Office systems including Excel and PowerPoint • Attention to detail and accuracy • Experience of CRM systems 	<ul style="list-style-type: none"> • Effective time manager • Project management
Disposition	<ul style="list-style-type: none"> • Enthusiastic self-starter able to work on own initiative • Willingness and ability to be flexible • Ability to get on well with a wide variety of people • Willingness to learn • Well organised 	