

Job Description: Relationship Officer

Job Description

Job	Relationship Officer																
Location:	Fusion21 Offices; Puma Court																
Reports to:	Relationship Manager																
Staff Responsibilities:	N/A																
Hours of work:	35 hours per week																
Salary Range:	£24,078 – £29,058 <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Bottom</td> <td style="width: 30%;"></td> <td style="width: 40%; text-align: right;">£24,078</td> </tr> <tr> <td>Lower</td> <td></td> <td style="text-align: right;">£25,324</td> </tr> <tr> <td>Mid</td> <td></td> <td style="text-align: right;">£26,568</td> </tr> <tr> <td>Upper</td> <td></td> <td style="text-align: right;">£27,813</td> </tr> <tr> <td>Top</td> <td></td> <td style="text-align: right;">£29,058</td> </tr> </table>		Bottom		£24,078	Lower		£25,324	Mid		£26,568	Upper		£27,813	Top		£29,058
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Summary of Position

The Relationship Officer plays a vital role in fostering meaningful connections with members and supporting Fusion21's business development goals through proactive engagement and efficient enquiry management.

The Member Engagement's Team's goal is to develop long term sustainable relationships with members and to take viable opportunities for Fusion21's procurement services that meet specific criteria to a point where a potential customer says 'yes' they wish to proceed. The team also gains feedback from existing Members on their needs and how we can (better) help them in future.

The primary purpose of this role is to A) ensure enquiries are proactively handled; and B) support the Relationship Managers to increase their capacity for business development.

The role provides support to help maintain, develop and improve member and supplier engagement. The post holder is required to be able to operate under the guidance of more senior staff, and to support their needs across a range of members and suppliers. The post holder will be required to proactively manage their workload to meet the requirements and timescales of the team.

The post holder is expected have or gain a general understanding of relationship management and basic public sector procurement to support their activity.

Primary Responsibilities

Enquiries	<p>Support with the “sales process” including being solely responsible for the initial enquiry stage. Includes providing prompt, efficient, and satisfactory responses to customer enquiries. Provide relevant information and demonstrate the value of our offer to existing and potential members to enable them to make effective decisions about our frameworks and procurement services.</p> <p>The post-holder will be expected to process incoming enquiries in a timely manner. By using appropriate channels of communication (including telephone, MS Teams, email) engage with people to assess each enquiry for BANT (Budget, Authority, Need and Timeline), updating the CRM system and fielding each to the appropriate/agreed department and individuals as the appropriate time for each enquiry. The post- holder is expected to follow-up on enquiries and support progressing them through the sales process.</p> <p>The post holder will deal with supplier enquiries ensuring each enquiry is processed in a timely manner and logged against appropriate service offer to support future marketing data</p> <p>At the top end of the band, a post- holder would be expected to be ‘converting’ lower value and noncomplex enquiries into projects without support from the Relationship Managers, and to have full ownership for all inbound enquiries, knowing where each is up to at any point in time.</p>
Customers	<p>The post holder is likely to be the first person our customer/Members meet and needs to be highly customer focussed. Achieve and maintain high levels of customer service such that Members and suppliers have the best possible experience. Following interactions customers should feel satisfied and positive about Fusion21.</p> <p>Understand who Fusion21’s customers are and what they do. Understand which organisations can and cannot be a Members.</p> <p>Understand Fusion21’s offer and service, providing a responsive and accessible service to our Members.</p>
People	<p>Develop effective working relationships across the organisation to support with the completion of discrete tasks, activities, and elements of business development activity.</p>
Quality	<p>Ensure that that internal IT systems, data and information are maintained and up to date.</p> <p>Generate and provide regular and ad hoc reports on activity to key stakeholders.</p> <p>Ensure activity is conducted in accordance with agreed timescales, policies and Standard Operating Procedures to the required standards.</p> <p>Provide feedback on issues arising to support with continuous improvement.</p>
Productivity	<p>Minimise non-productive time to ensure services are delivered efficiently and effectively in accordance with the organisation’s needs.</p>
Finance	<p>Ensure any expenditure is necessary, proportionate and in accordance with agreed budgets and delegated authority.</p>
Social Value in Procurement	<p>Hold an understanding of what social value is, how it can be achieved through public procurement.</p>

General

Maintain a level of knowledge appropriate to the status of the post in relation to the procurement services Fusion21 provides and the processes we follow.

To be a committed team member and Fusion21 ambassador who actively supports team members and external stakeholders through the provision of skills, knowledge, and the use of flexible resources within the wider team and organisation.

To always operate in a professional and safe manner in line with statutory duty and the policies and procedures of Fusion21.

Personal Specification

Post holders that do not meet the essential criteria will be given an appropriate period of time to meet the essential criteria. Fusion21 will support individuals in their learning and development to achieve this.

	Essential	Desirable
Skills, Qualifications & Training	<p>GCSE (or equivalent) English Language and Mathematics grade C or 4 or above.</p> <p>Able to use Microsoft Word/Excel/Outlook.</p> <p>Able to use a CRM system.</p> <p>Ability to communicate with customers using the customers' preferred method of communication to build positive professional relationships. This includes using the telephone, video calls, email, messaging services and social media.</p>	<p>Desire for personal growth and willingness to undertake formal training in Sales/Customer Relationship Management.</p> <p>Previous use of HubSpot, Salesforce or similar.</p>
Knowledge	<p>Knowledge of Fusion21's frameworks and procurement services.</p> <p>Understanding of sales processes and techniques.</p> <p>Knowledge of GDPR and able to apply this in handling personal information.</p>	<p>Awareness of:</p> <ul style="list-style-type: none"> • What public sector organisations do and how they operate, and in particular, social landlords. • Public Procurement • Understanding of the built environment and the lifecycle of buildings.
Experience	<p>As a minimum the post- holder would be required to have previous (and ideally employment related) experience in either some form of administration or customer service.</p>	<p>'Customer facing' experience, ideally in a sales role.</p> <p>Previous (and ideally employment related) demonstrable interest in the built environment.</p>

<p>Behaviours, Qualities and Attitude</p>	<p>Enthusiastic, motivated and tenacious with a positive approach to work and customers.</p> <p>Feels comfortable spending significant proportions of their work time interacting with people.</p> <p>Remains calm and focused under pressure.</p> <p>Plans and manages own time effectively and fulfils work requirements and commitments to a high standard.</p> <p>Clear-thinking person demonstrating attention to detail who is well organised and can operate independently under a broad direction.</p> <p>Understands own limitations, operating within areas of competence and seeks assistance when unsure.</p> <p>Develop and maintain good relationships and gain confidence of others.</p> <p>Behaves in an open, honest, and inclusive manner, upholding personal and organisational ethics and values.</p> <p>Shows respect for the needs of others and promotes equality and diversity.</p>	<p>Persuasive</p> <p>Goal oriented: motivated to achieve business goals and to change how they work to achieve them.</p> <p>Uses feedback from appraisals and other sources to consider personal impact and change behaviour.</p> <p>Good communication, using appropriate methods, across a range of people.</p> <p>Adopts a collaborative approach and respects team decisions.</p> <p>Acknowledges the importance of delivering to agreed time, costs and quality in a safe manner and delivers accordingly.</p> <p>Listens to stakeholders and takes action to help.</p> <p>Contributes ideas and suggestions for developing services.</p> <p>Endeavours to work collaboratively.</p>
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Prepared by

Name:		Signature:		Date:	
Title:	Relationship Manager				

Note: This job description is not exhaustive and is not a comprehensive list of all the tasks that may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken. The post holder is also expected to carry out other duties which are broadly consistent with the role as identified above. This job description will be subject to periodic review, and it may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.