

- Job Title:** Inspiring the Future: Relationship Manager
- Reports to:** Development Manager (Employers and Schools) and Employee Volunteering Manager (BofAML)
- Location:** Challoner House, 19-21 Clerkenwell Close, London EC1R 0RR (near Farringdon station) and Bank of America Merrill Lynch Financial Centre, 2 King Edward Street, London, EC1A 1HQ (near St Paul's tube station)
- Some travel may be required
- Remuneration:** £25k - 27k per annum depending on experience (includes London Allowance)
- Additional Terms:** 30 days paid holiday, exclusive of Statutory Holidays
- Appointment Terms:** Full Time fixed term appointment of 12 months duration, with a 3 month probationary period

Job overview

Inspiring the Future is a national campaign which aims to raise young people's aspirations by connecting state schools and colleges with volunteers from across the world of work.

We are looking for an experienced Relationship manager to support our partnership with Bank of America Merrill Lynch (BofAML), lead corporate supporter of Inspiring the Future. The role will focus on mobilising employees to volunteer their time to supporting local state school and college students through Inspiring the Future. The Relationship manager will help colleagues engage in onsite sessions with visiting groups of students (coordinated by the account manager) and school-led sessions run by schools in the local area.

More broadly, they will manage all aspects of an effective, well established partnership between Bank of America Merrill Lynch and the Education and Employers Charity, providing a key point of liaison between the two organisations. This role will help harness the backing of our lead corporate supporter, challenge disadvantage and optimise life chances for young people.

Inspiring the Future

The charity, Education and Employers, was established in 2009 and works closely with senior representatives of the employer community in partnership with leading representative bodies from the world of education to improve young people's preparation for the world of work. Inspiring the Future (www.inspiringthefuture.org) was launched in July 2012. It is an innovative online mechanism for connecting schools with employers. It launched with an initial aim to get employees to volunteer to spend at least an hour a year visiting a state school or college to talk to

young people about their job and the routes they took to get there. This could be typically by attending a careers fair or giving an informal careers insight talk. To date, there has been very strong demand from schools and colleges – over 10,000 teachers from 6,000 schools/colleges have already signed up. Volunteer interest is also strong with registrations exceed 30,000 ranging from Apprentices to CEOs, archaeologists to zoologists. Inspiring the Future and its Inspiring Women and Primary Futures campaigns now help 10,000 pupils a week connect with employers across a growing range of activities. Earlier this year, we saw the one millionth interaction between pupils and volunteers through the system.

Bank of America Merrill Lynch (BofAML)

As the lead corporate supporter of Inspiring the Future. This flagship charity partnership forms part of the bank's Environmental, Social, Governance (ESG) work:

Developing solutions for social and economic challenges is at the core of BofAML's responsibility platform. In more than 90 countries around the world, we partner with employees, clients and stakeholders to help make financial lives better. The firm focuses on responsible business practices, environmental sustainability, advancing opportunity in local communities through education and employability programmes and investing in global leadership development. We realise the power of our people and value our differences, recognising that our diversity makes us a stronger firm and allows us to better service our stakeholders. By harnessing our intellectual resources, sharing knowledge and connecting capital with need, we are providing opportunities that effect positive change. Learn more at www.bankofamerica.com/about

Job description

Key Accountabilities:

- Successfully deliver the high value corporate partnership between Education & Employers (Inspiring the Future) and BofAML. The post holder will be an employee of Education & Employers and will be based at our Clerkenwell Office for 2 days (Monday & Friday) and 3 days (Tuesday – Thursday) onsite engagement at Bank of America Merrill Lynch offices.
- Work with the Employee Volunteering Manager (BofAML) to engage their employees in Inspiring the Future, at volunteering events both onsite across the four UK locations and at local schools and colleges.
- Plan and deliver onsite volunteering opportunities, inviting local school groups to visit the bank and meet with colleagues to gain career insights; provide creative opportunities for departments and employee networks within the bank to co-host school visits targeted at particular sectors.
- Broker relationships with state schools and colleges local to BofAML's four UK locations, and support colleagues to take part in volunteering opportunities at these schools.
- Produce and disseminate guidance, and provide necessary resources, for employees taking part in Inspiring the Future volunteer events.

- Promote the partnership internally at BofAML, using internal newsletters, intranet, direct mailings and case studies to recruit new employee volunteers and celebrate engagement.
- Maintain an accurate, up-to-date database of BofAML employee volunteers using CRM system; report volunteering statistics regionally and globally to BofAML as required.
- Maintain a strong personal network and high personal visibility across the bank to promote Inspiring the Future and maximise employee engagement in the campaign; act as the principal point of contact for Inspiring the Future enquiries from BofAML employees.
- Identify and manage opportunities to engage broader pro bono support to Inspiring the Future and Education & Employers from BofAML departments and employees.
- Work with the BofAML external communications team to identify and manage opportunities to promote the partnership externally, and engage BofAML in broader Education & Employers activities, for example through blogs, social media, events and co-branded materials.

Other

- Contribute to ongoing business development and corporate partner management as part of the Employer engagement team at Inspiring the Future.

Person Specification

Skills/ Knowledge/ Expertise

Essential

- 2 - 3+ years' experience both over the phone and face-to-face in influencing external stakeholders/customers to change behaviour (this could be in a sales and marketing or charity environment)
- Good level of education, demonstrating capability in producing written content to a high quality
- An articulate and confident communicator who is influential, and effective in presenting to a range of different stakeholders, including at senior level
- Excellent, planning, prioritisation, time management, and organisational skills in order to effectively manage multi-faceted projects to agreed timescales, deadlines and budgets
- Have excellent written communication. The post will require supporting the production of internal and external communications and correspondence to a high standard.
- The Relationship Manager should have experience of managing multi-stakeholder relationships and programme management
- The jobholder should be self-sufficient and have good working knowledge of Word and Powerpoint advanced Excel skills, and experience of using databases. They should have some ideas about how data can be captured and presented
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- Understanding of the corporate social responsibility landscape within an education setting, and the ability to motivate and enthuse others.
- Strong customer care skills, some 'sales' experience as they will be promoting volunteer opportunities to both (BofAML volunteers and school teachers)
- Attention to detail and accuracy

Desirable

- The jobholder should be familiar with education and have knowledge of business (ideally the banking industry), and experience of volunteer management. Have experience of organising and developing employee volunteering programmes and/or of managing and motivating volunteer activity, particularly schools-based volunteering
- A successful track record in planning effective campaigns to influence the behaviour of external stakeholders/customers
- Knowledge and first-hand experience of Salesforce as a customer relationship tool
- Specialist knowledge of the education and employment sectors and the policy environment and delivery models which underpin relationships
- An understanding of the women's diversity landscape within the UK working landscape

Personal Attributes

- A "doer" –ability to proactively anticipate requirements and act to provide workable solutions.
- Creative and solutions orientated, perceiving processes as the means rather than the end and as an aid to effective delivery
- Influencer - demonstrates personal 'presence' and gains the confidence of others through temperament, capability and calibre
- Demonstrates sensitivity and possesses the ability to manage effectively the organisational tensions that necessarily co-exist between stakeholders and partnerships
- Team Player: working collaboratively and flexibly to achieve outcomes

To express interest in the post, please email a full covering letter outlining your suitability for the role, with a copy of your CV to: jobs@educationandemployers.org by 5pm on Friday 30th September.

Interviews will take place week commencing 10th October at our Clerkenwell office and provisionally week commencing 17th October at Bank of America Merrill Lynch's offices.

We will only be notifying shortlisted candidates and will do so by no later than 5pm on Wednesday 5th October.