

Job Description
Relationship and Communications Manager

Job Title:	Relationship and Communications Manager
Reporting to:	ARC England Director
Location:	ARC Office, Chesterfield
Hours of Work:	21 hours per week
Scale Points:	28 to 31 (Starting salary £27,668 pro-rata)

Overall purpose

The overall purpose of this role is to build and maintain relationships with ARC England members and external stakeholders to continue to develop the profile of ARC England within the social care sector, focusing in the area of learning disability and/or autism provision.

The post holder will work closely with the England Director, after liaising with our members, to ensure our programme of work remains current/relevant, adds value to the sector by improving the quality of service providers and is representative of the challenges facing our members and the people they support.

In practice, this critical position will develop and implement ARC England's communication strategy and lead external communications for ARC England (for example social media) and will continue to develop a strong sense of 'community' amongst our members by co-ordinating regional membership networking meetings as well as exploring other ways to connect.

Lastly, this role will play a part in contributing to the scoping and development of potential project opportunities.

Key Tasks

To develop and maintain strong relationships across the sector including opportunities to raise the profile of ARC and to retain and attract new ARC England members

1. To assist with the relationship management of ARC England members
2. To attend meetings on behalf of the England Director (as requested)
3. To share relevant information to members in a timely manner
4. Lead the co-ordination of regular regional networks, events and conferences.
5. Schedule and process annual member renewals in March of each year.
6. Design ARC England's Annual Review.

7. Update and maintain ARC England's membership database to ensure accuracy of key contact information, by regular contact with members, reviewing websites and shared internal information.
8. To update and then oversee the preparation of Membership packs and other resources and materials prior to meetings and events.
9. Evaluate and analyse the impact of ARC events/initiatives and follow up with members/customers by use of Survey Monkey, follow up calls/emails and gathering of feedback.
10. To identify opportunities to promote ARC products, training and qualifications and other services by pro-actively engaging with members and potential customers.
11. To seek funding opportunities for project development and assist with bid writing with appropriate managerial support.

General

12. Participate fully in support, supervision, training and development activities and team meetings.
13. Any other duties relevant to the post, as guided by the ARC England Director.

PERSON SPECIFICATION – Relationship and Communications Manager

Requirement	Essential /Desirable
<p>Qualifications:</p> <ul style="list-style-type: none"> Relevant qualifications and/or relevant experience of working at an appropriate level 	E
<p>Experience:</p> <ul style="list-style-type: none"> Experience of organising meetings and events Experience of working with a contact database 2+ years of experience of the Health and Social Care sector 	E E D
<p>Knowledge:</p> <ul style="list-style-type: none"> Understanding of issues faced by organisations providing support to people who access services or support Understanding of latest policy developments and best practice in respect of people with a learning disability 	D D
<p>Skills & Competencies:</p> <ul style="list-style-type: none"> Ability to quickly establish relationships with a wide range of partner organisations and create rapport with members key partners and stakeholder Ability to communicate effectively and imaginatively through a variety of formats, including social media, written word and have a good telephone manner High levels of attention to detail Ability to take a flexible approach to managing a wide and varied workload, prioritising accordingly Ability to identify issues, develop new ideas and solutions and quickly grasp complex ideas and be able to translate them into plain English Proficient in use of Windows-based software packages, including Word, Excel, email and internet Holds current full UK driving licence and has access to a car 	E E E E E D D
<p>Personal Attributes:</p> <ul style="list-style-type: none"> Ability to work in a flexible manner Extremely organised Enterprising, pro-active, diligent, and a quicker learner Team player 	E E E E