



<b>Role:</b>	<b>Strategic Lead – Relationship Manager</b>
<b>Position:</b>	<b>Full time</b>
<b>Location:</b>	<b>Stoneleigh but with flexible working available</b>
<b>Salary:</b>	<b>Competitive</b>

An exciting new opportunity has arisen to join the BEF as it implements its new framework aligned to Sport England's vision to transform lives and communities through sport and physical activity.

We are looking for an innovative, experienced and enthusiastic Relationship Manager to join our Participation team.

This will be a pivotal role in the organisation working with our Member Bodies and wider partners in the sector to grow equestrian sport. Reporting to the Head of Participation, the successful candidate will be instrumental in supporting the direction of participation across equestrianism, bringing together the sport's most influential stakeholders around a shared vision for developing the sport.

Demonstrating excellent network-building and relationship management capabilities, you will be a skilled Manager with the ability to compellingly make the case for the role of equestrian in meeting some of society's biggest challenges, such as tackling inactivity and loneliness, as well as mental health and wellbeing. An excellent communicator, you will be creative in your approach and empathetic in your dealings with others. You will be confident in, and have demonstrable experience of, managing complex projects with multiple internal and external stakeholders. Above all, you should believe in the role of physical activity and sport can play in improving people's lives and have the ability to be able to influence people to share in that belief.

#### **Purpose of the role**

Reporting to the Head of Participation you will:

- Manage the BEF's relationships with Member Bodies and external partners where the organisation is looking to develop specific initiatives;
- Provide support in developing and implementing a strong strategic direction for the Federation's work to retain and grow participation within all disciplines of the sport; and
- Provide support in working with our Member Bodies to conceive, shape and deliver a compelling development vision for those facilitating equestrian sport for participants across all nations.
- Be responsible for managing the BEF's Participation Officer.

More specifically, you will be responsible for:

- Managing the day to day relationship with Member Bodies in relation to participation projects, work and initiatives;

- Building positive relationships with Member bodies to foster greater collaboration, support and representation for British Equestrian's Member Bodies;
- Working collaboratively with Member Bodies in providing effective relationship management to develop initiatives and/or programmes to attract and retain people in equestrian sport.
- Engaging positively with appropriate stakeholders and partner organisations (E.g. Active Partnerships, CIMSPA, Youth Sport trust, Forestry England, and other local and national organisations) to secure their commitment and collaboration towards the strategic objectives of the BEF and the Federation as a whole.

### **Main activities and responsibilities**

- To pro-actively build relationships with key staff from our Member Bodies to establish yourself as their key relationship manager.
- To track and update all Member Body activity including meetings, follow ups and project milestones/outcomes.
- To develop and successfully implement agreements with relevant stakeholders and partner organisations, defining clear roles and responsibilities.
- To regularly gather monitoring data, customer insight and user feedback to identify service improvements, and to incorporate these into refined plans.
- To identify and propose service improvements to the Senior Leadership team and, where requested, produce clear and costed proposals.
- To ensure self-development of competencies, skills and knowledge as required by the role.
- To deputise for the Head of Participation where necessary.
- To undertake such other duties as may be required by the Head of Participation or, more broadly, the CEO.

The role will include regular and potentially extensive travel within the UK.

### **What you need to succeed**

#### **Experience**

- A track record of creating and/or maintaining a high-performing relationship management function evidenced by consistently high levels of customer satisfaction and activation of a shared vision.
- A good knowledge and understanding of the sport & physical activity environment and stakeholders at a national level.
- Extensive experience of senior level stakeholder engagement strategies and collaborative working.
- A successful track record in developing, implementing and delivering a strategy with multiple stakeholders.
- Experience of successful project management; developing, planning, implementing, monitoring and evaluating delivery plans and budgets for programmes.
- Proven ability to apply resources in an efficient manner to gain maximum impact towards strategic goals.
- Good working knowledge of IT & Microsoft packages.

## **Skills**

### ***Essential***

- Strong influencing and negotiating skills; able to handle complex situations with clients and effectively negotiate potential issues, facilitating a 'win-win' situation and supporting the client Member Body as required.
- Ability to align visions of multiple stakeholders to create a shared vision and to then deliver that vision.
- Excellent communication and inter-personal skills, verbal, listening and written communications.
- Flexibility and innovation to handle and support changing (and sometimes conflicting) needs and demands, and continually to improve working practices
- Excellent organisational skills; the ability to manage multiple projects, prioritise and meet deadlines.
- Ability to work on own initiative and as part of a team, comfortable in a small office team environment, willing to deliver activities as well as lead.
- Strong emotional intelligence with the ability to build trust and confidence across diverse audiences and form strategic relationships with key stakeholders.
- Ability to demonstrate a practical commitment to the Values and Behaviours of BEF.
- Ability to demonstrate an understanding of equality, diversity and safeguarding and its practical application.

### ***Desirable***

- Existing knowledge of Sport England, its strategic direction and funding parameters
- Knowledge of Equestrian landscape
- Experience of managing commercial partnership arrangements may also be an advantage.

## **How to Apply**

Interested applicants should complete the application form and send it, together with an up to date CV, to Melissa Kinrade, HR Coordinator, British Equestrian Federation, Abbey Park, Stareton, Warwickshire, CV8 2RH or email [melissa.kinrade@bef.co.uk](mailto:melissa.kinrade@bef.co.uk) by 14 February 2022.

Interviews will be held in the week commencing 21<sup>st</sup> February 2022.

For further information about the role, please contact Mandana Mehran Pour on 07880 384913 (Mandana.mehranpour@bef.co.uk).

The BEF positively seeks to achieve diversity in its workforce and applications from all candidates regardless of age, race, gender, gender identity, religion, sexual orientation, disability, or nationality are welcomed and encouraged.