

JOB DESCRIPTION

JOB DETAILS

Post Title: Relationship Coordinator (Midlands, East & North West of England)

Hours Per Week: 0.6WTE (21 hours per week)

Reports to: Head of Recruitment and Logistics

Base: Regional - ideally Midlands (based at home with regular travel within designated region) and some attendance at OTW Head Office, Hampshire.

Main Purpose: To recruit campers in an identified geographical area. To develop and manage relationships with referrers.

Main Duties and Responsibilities:

Regional area of responsibility – North West, North Wales, Midlands, Lincolnshire, Shropshire, Worcestershire, Warwickshire, Northamptonshire, Cambridgeshire, Norfolk, Suffolk, Bedfordshire.

Maintain an awareness of the health and social care, education and other support agencies accessed by young people with serious illness and their families.

Maintain an accessible and visible presence within these organisations, within an identified travel budget, to ensure Over The Wall's profile remains high.

Regular travel is required within your designated region for face to face meetings and attendance at events to increase OTW profile. This may include occasional overnight stays.

Actively identify potential referrers and develop and nurture relationships, acting as the consistent point of contact, support and liaison.

Maintain accurate and up to date records of referrers and contacts.

Identify and maximise opportunities to promote and showcase Over The Wall's services, both face to face and by other mediums.

Undertake focused camper recruitment to support growth of partnership camps.

Contribute to OTW's strategic camper recruitment plan and take responsibility for delivering outcomes and meeting agreed camper recruitment targets in an identified geographical area.

Proactively monitor and evaluate own performance against camper recruitment targets and referral pathways.

Attend meetings at OTW Head Office in Hampshire or other location in the UK as required.

Determine and report on resource and collateral needs to support effective regional camper recruitment.

Undertake any other duties as deemed appropriate by the Director of Services and/or CEO that may be required in accordance with the overall purpose of the job.

Abide by and comply with all OTW policies and procedures, especially relating to individual areas of responsibility.

PERSON SPECIFICATION

Headings	Essential	Desirable	Means of Assessment
Physical requirements of the post	<ul style="list-style-type: none"> Resides in the geographical region the post is responsible for Able to regularly travel throughout the region Able to work effectively from home 		Application Interview Reference
Training & Qualifications	<ul style="list-style-type: none"> Qualification in relevant subject or demonstrable equivalent experience Good spoken and written English 		Application Interview Reference
Previous or relevant experience necessary	<ul style="list-style-type: none"> Experience of managing relationships Good literacy skills Computer literate 	<ul style="list-style-type: none"> Experience of sales Awareness of health and social care climate 	Application Interview Reference
Aptitudes and skills required	<ul style="list-style-type: none"> Excellent written and verbal communication skills Excellent interpersonal skills Excellent presentation skills 	<ul style="list-style-type: none"> Skills in negotiation and persuasion 	Application Interview Reference
Personal qualities/ temperament	<ul style="list-style-type: none"> Highly motivated Creative and dynamic Flexible 		Application Interview Reference
Special requirements of the post	<ul style="list-style-type: none"> Full driving licence and access to a car 		Application Interview Reference