

JOB DESCRIPTION

JOB TITLE:	Relationship Officer - Multiply
MANAGED BY:	Project Manager
GRADE:	8

BACKGROUND

The West of England Mayoral Combined Authority (MCA) is seeking to appoint a Relationship Officer to join the Multiply and Skills Bootcamp team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

You will be a key player in making the West of England the best it can be for jobs, training and inward investment. We are delivering on bringing secure and fairly-paid jobs to the region, supporting people to gain new skills, and businesses facing economic uncertainty. We are building on our reputation as a region of innovation and creativity.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting into the Project Manager for Multiply and Skills Bootcamps, the Relationship Officer will specialise in building and maintaining the relationships with our providers.

The primary purpose of this post is to contribute to the successful delivery of Multiply through developing and maintaining positive working relationships with Multiply providers/employers funded by the Combined Authority and supporting the project Manager in managing the project on a daily basis.

Working very closely with colleagues, both internal and external, the post is focused on the following areas:

1. Performance Management
2. Funding Processes
3. Compliance and Intervention
4. Monitoring and Reporting
5. Development of the Evidence Base

KEY RESPONSIBILITIES

The primary purpose of this post is to contribute to the successful delivery of Multiply in the West of England Combined Authority area by developing and maintaining positive working relationships with Multiply providers which are funded by the Combined Authority, and to support the collation of performance information and data, whilst carrying out all necessary functions of a funding body.

1. Working with the Project Manager, manage a portfolio of Combined Authority Multiply providers to:
 - Regularly meet with providers to manage their performance across the financial year, identifying key performance risks, negotiating appropriate remedial actions and overseeing their implementation as and when necessary.
 - Work with providers to understand the reasons for any underperformance and ensure plans are in place to rectify this.
 - Work with Combined Authority colleagues to formulate responses to critical/systemic underperformance issues.
 - To contribute to the achievement of project milestones/deliverables and ensure relevant legislation, proscribed processes and funding conditions are adhered to.
 - To contribute to the identification of project level opportunities and risks as they arise and resolve where appropriate or recommend options to the Project Manager.
 - To ensure accurate advice and guidance is given in response to all project queries and effectively liaise with all relevant stakeholders on project progress.
 - To assist in the production of project grants/funding agreements
 - Work with providers and internal Combined Authority colleagues to ensure that funding processes run smoothly including the exchange of data from the providers and the flow of funding from Combined Authority to providers.
 - Collate and support the analysis of both data and intelligence to inform the performance management framework in support of the project team.
 - Support the development and implementation of key processes that

- support the Multiply and Skills Bootcamp team application process.
- Support the development of relationship and performance management practices in relation to other programmes delivered by the Combined Authority.
- Support delivery of Metro Mayoral priorities, including supporting people to gain employment or progress within employment.
- To support the Programme Manager in delivering the Programme objectives, including shaping and facilitating meetings and managing key stakeholders.
- To contribute to co-operative working across the CA's teams and with external stakeholders.
- To undertake such other duties and responsibilities as may be determined from time to time by the line manager in consultation with the post holder.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Qualified to degree level or equivalent relevant experience.
- Excellent IT skills, including Outlook, Word and Excel.
- Knowledge of project management, including a good understanding, and demonstrable use of, key performance indicators

Experience

- Experience of working with external organisations to monitor their performance to determine and / or agree approaches to address any performance issues.
- Experience of working in a relevant programme management / programme funding / relationship management environment.
- Experience of communicating (written and oral) with a wide range of people, in particular external stakeholders, and of explaining technical / complex information in an easy-to-understand manner.
- Experience of undertaking data analysis, including using data from a variety of internal and external sources, to support performance management.
- Experience of using data and associated intelligence to monitor performance and inform associated conversations.

Skills and Competencies

- Able to interact in a confident and credible manner with providers and partner organisations at senior leadership team level.
- Able to work both independently with minimal supervision, as well as part of

a multi-disciplinary team.

- Able to work with external stakeholders confidently and effectively to objectively consider performance, including rectifying any issues.
- Able to analyse and interpret complex data, and associated intelligence, to understand and monitor delivery patterns.
- Highly organised with the ability to prioritise and focus on what is important and with the confidence to constructively challenge existing work practices.
- Methodical in approach with good attention to detail.
- Highly motivated with the demonstrable experience of achieving personal and contributing to the achievement of team objectives.

DESIRABLE

- Knowledge of government funded Adult Education delivery in particular Multiply and Further Education in general
- Knowledge of the education and skills landscape within the West of England Combined Authority

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.17 - higher than the government minimum for over 21s, currently £11.44 per hour

It also means that anyone who provides services to, or has



contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and the MCA, such cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter.

The [Good Employment Charter](#) is a voluntary membership and accreditation scheme aimed to create an active network of employers within the West of England that are committed to supporting the basis of 'good work'. The Good Employment Charter is defined by seven key characteristics of good employment: recruitment, secure work, Real Living Wage, developing people, health & wellbeing, flexible work and engagement & voice.

