



Registered Office:  
c/o: Wellers Accountants  
1 Vincent Square  
Westminster  
London  
SW1P 2PN  
**Charity No. 1178082**

**Relationship Manager  
Veterans Segment  
Hours: 20 per week/ Part-time  
Location: Flexible (some travel across UK)  
Salary: £15,000**

**Thought about joining a new forward thinking & exciting charity?**

We look no further. **Only A Pavement Away** is the charity for the employment of people facing homelessness, prison leavers and veterans into careers in the hospitality industry. We act as the conduit which links hospitality employers and the charities and organisations who represent our clients. We operate a Jobs Board where employers post vacancies and the charities post the details of their candidates.

With new funding we are now looking for an enthusiastic, committed and business focused Relationship Manager to manage and drive our target to help and support 100 veterans into careers in hospitality. The role will initially be part-time, however we are presently looking to bring in funding to make the role permanent for an initial 2 years.

The successful applicant will need to be a self-starter who can work on their own initiative. The Relationship Manager's role is pivotal in ensuring we get people back into work in a safe and secure business.

You will need to have the following skills: Drive, Enthusiasm, Desire to Succeed, Tenacity, supported by a good aptitude for Project Management & the ability to deal with external agencies and senior management. A solid understanding of Excel, PowerPoint and data rationale & interpretation are pre-requisites of the role.

Experience of the military environment is essential.

**Main Purpose & Scope of the Role:**

The role of the Relationship Manager (RM) is to provide and maintain an effective communication link between employers in the hospitality industry and veterans' charities who are signed up to the Only A Pavement Away employment programme.

The Relationship Manager will oversee the administrative systems to monitor and provide essential information to ensure the successful transition and stability of Members into employment. In addition, the Relationship Manager will establish and maintain effective communication between the employers and veterans' charities and provide regular reports and updates to enable tracking of successful Members and allow for feedback of any issues arising from the programme infrastructure.

The Relationship Manager will act as the conduit for employers to raise any issues or concerns that arise during the first 12 months of employment and provide support for the employer to liaise with the charity/association who represent/support the Member. The Relationship Manager will also have responsibility and sign off for any applications for financial support.

### **Main Responsibilities and Duties:**

#### **1) Deliver and manage the route into work for those from Veterans charities.**

- a. Project manage and deliver the tactical plan to ensure Only A Pavement Away achieves its targets.
- b. Liaise with charity/association job brokers and provide support to match candidates to a suitable employer/role/location
- c. Monitor all the applications put forward, track progress, and ensure employers are accepting applications accordingly and offering interviews to candidates.
- d. Contact all charities and employers fortnightly ensuring all procedures and processes are being adhered to whilst identifying any potential issues to success.
- e. To review and monitor services to ensure that services meet standards set and to benchmark against the commercial sector to remain responsive and competitive.
- f. To utilise communication and feedback from customers and colleagues to ensure continuous development and improvements to service.
- g. Ensure effective implementation and compliance of health and safety standards according to legislation.

#### **2) Attend introduction & follow up meetings with Only A Pavement Away Programme Partners**

- a. Where required attend introduction meetings with new employers and new charities/associations looking to join the Only A Pavement Away Programme.
- b. Where required attend/follow up meetings with Only A Pavement Away Programme Partners
- c. Ensure that there is a clear channel for employers to raise any issues or concerns that arise during the first 12 months of employment and where required provide support for the employer to liaise with the charity/association who represent/support the Member and make an application to offer additional (financial) support.

#### **3) Provide an induction to all new Only A Pavement Away Programme Partners**

- a. Contribute to the creation of Only A Pavement Away documents to be provided to all current and new Only A Pavement Away Programme Partners e.g Service Level Agreements that set out minimum standards of the partnership, what is expected of them

- b. Provide support to charities/associations to get them ready and signed into the OAPA job board and the OAPA Candidate Profile System
- c. Ensure all employers receive necessary jobs board induction to get them signed into the OAPA job board
- d. Ensure all OAPA Programme Partners understand and meet the support guidelines and processes (SLAs).

#### **4) Monitor the Only A Pavement Away Jobs Board**

- a. Ensuring that employers are placing jobs on the portal and investigate if this not the case.
- b. Monitor employers, ensuring they are accepting applications and offering interviews as agreed through the SLAs.
- c. Review the use of the Candidate Profile Page (CPP) to ensure homeless charities are placing candidates' profiles on the CPP.
- d. Provide a monthly report on the Jobs Board to CEO.
- e. Inform the CEO on any issues raised by Only A Pavement Away Programme partners.

#### **General Responsibilities:**

1. Attend and represent Only A Pavement Away where deemed necessary and at the request of the CEO.
2. Provide details of upcoming employment fairs to Only A Pavement Away employers. Send out emails to employers about pre-release recruitment fairs – inviting them, keeping a track of who is interested in which events. Sending reminders and all required information before the pre-release recruitment fairs. As well as an email following up after the days event, thanking them for attending.
3. Administer Only A Pavement Away's involvement in conferences and events run by external bodies/companies which may require Only A Pavement Away participation

#### **Skills Requirement:**

- Excellent communications and listening skills
- Confidence and presentation skills
- Good knowledge of Microsoft office and related programmes/software
- Ability to analyse and research information
- Ability to present written information in a structured and balanced way appropriate to the needs of the reader.
- Willing to travel and occasionally work unsocial hours
- Excellent analytical skills and experience of providing business analysis
- Strong organizational skills, able to prioritize and manage multiple projects.
- Ability to work independently with minimal guidance/intervention
- Good working knowledge of Microsoft Office including Project, Word, Outlook and Excel
- Commitment to Only A Pavement Away's purpose and values including equality and social inclusion

**Other key details**

- Fixed working pattern with occasional evening and weekend work required
- Up to two days working from home may be considered.
- Travel around the UK will be required

***We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.***

**Apply to:**

**Greg Mangham**

**Founder & CEO**

[gregmangham@onlyapavementaway.co.uk](mailto:gregmangham@onlyapavementaway.co.uk)

[www.onlyapavementaway.co.uk](http://www.onlyapavementaway.co.uk)

