**Job title:** Relationship Manager - Maternity cover for a fixed term of 6 months with option for renewal dependent on funding

**Reporting to:** Chief Operating Officer

**Salary:**  c£32,000 + 5% pension

**Hours:**  Full time

**Based:**  Glasgow

**Start date:**  ASAP

**About Firstport**

Firstport is Scotland’s development agency for start-up social enterprise. We support early stage social enterprises and highly-motivated people to test, refine and grow their ideas into viable social businesses.

We are a small team working in every part of Scotland, helping develop over 1100 ideas every year through one to one business advice, seed funding, connections and training. Our clients come in all shapes and sizes, from individuals setting up social enterprises in small rural communities all the way to fast-paced, high growth start-ups.

We manage and deliver the Social Entrepreneurs Fund, an awards programme funded by the Scottish Government that provides seed funding to new start-ups focused on delivering real social or environmental benefits to people and communities. Since 2009, the Social Entrepreneurs Fund has made 627 awards and distributed £4.8 million across Scotland.

Firstport also delivers a range of initiatives to find, encourage and support individuals who want to start something good – What if… encourages local people to set up social enterprises that make their areas better; and LaunchMe, an accelerator programme for ambitious social enterprises, looks to attract new investors to help social entrepreneurs rapidly scale up and grow their impact.

In March 2019 we published our new strategy ‘[Increasing Social Impact through Entrepreneurship’](http://www.firstport.org.uk/images/New%20Strategy%20Launch/Firstport%20strategy-%20Increasing%20impact%20through%20entrepreneurship.pdf), which will help us boost our capacity to support the growing interest in social entrepreneurship, whilst playing a more purposeful role in shaping the inclusive economy agenda across Scotland. More information is available at [www.firstport.org.uk](http://www.firstport.org.uk)

**Job advert**

We are looking for a confident, experienced individual with excellent analytical skills, a desire to help others succeed and commitment to creating social change.

You will contribute to the successful delivery of Firstport funding programmes, using excellent judgment skills to filter and assess applications in line with funding criteria, and provide recommendations to an independent panel.

Your role will require excellent communication skills, as it will involve direct contact with applicants at various stages in their respective journeys, supporting them to put their ideas into action, and to transition between different Firstport programmes. It will also require attention to detail and the ability to implement grant management and compliance processes to monitor progress and award spend.

You should be able to demonstrate a solid understanding of a range of business models, and the challenges faced by new enterprises. You will be expected to contribute with creative ideas to increase the reach and availability of the fund to people from all areas and backgrounds.

The ideal candidate will already be familiar with grant making and assessment processes, and have prior experience in working with start-ups and/or social enterprises, as well as a track record of building relationships across the third, private and public sectors.

The role is fast-paced and you will work with a caseload of projects at different levels of development, so the ability to multi-task, prioritise and work to tight deadlines is essential.

To apply, visit www.firstport.org.uk/vacancies to download a full job description, application form and equal opportunities form. **Submit your complete application pack by 9am on Friday 31st May to elaine@firstport.org.uk.**

**Interview date:** Monday 10th or Tuesday 11 June 2019 at our Head Office in Montgomery Street Lane, Edinburgh

**Job role specification**

Job title: Relationship Manager - Maternity cover for a fixed term of 6 months with option for renewal dependent on funding

Reporting to: Chief Operating Officer

Based: Glasgow

Hours: 35 hours per week (full-time)

**Job purpose**

The Relationship Manager is in charge of managing Firstport’s relationships with its clients across all programmes. While focusing primarily on Awards Management and follow-up, they are in charge of building long-term relationships with a group of clients and generally stay with clients for the length of their relationship with the Firstport, helping with the transition between programmes. Liaising with relevant stakeholders, particularly business advisors, programme managers, and strategic partners, the relationship manager problem-solves to ensure the health of the caseload of award applicants and awardees, escalating to the Chief Operating Officer as needed. S/he contributes to continuous improvement, recommending process improvements for senior management consideration. This role is crucial to the success of the organisation.

**Key duties & responsibilities:**

***General***

• Manage all operational activity around the process of making financial awards across all programmes / contracts whether run solely by Firstport or run in conjunction with partners

• Contribute to the awards decision making process using information presented

• Produce and maintain records of awards made for future reporting processes.

***Launch of programmes / contracts***

• Contribute to the development and launch of new projects in conjunction the Chief Operating Officer and Programme Managers

• Design the award process to ensure efficiency / good use of time, financial probity and record keeping for future reporting / evaluation

• Develop and apply the criteria for making awards so that decision making is transparent

• Ensure that the marketing campaign ties in with this in conjunction with the Head of Marketing and Digital and the Communications Officer

• Contribute to the organisation of / attend outreach / networking events

• Engage potential entrepreneurs, in conjunction with the Communications team, with high quality campaigns and across all media platforms

**Awards Process**

• Ensure that all awards are managed within the terms of the bid / funder contract

• Ensure that enquiries are managed through to assessment panels

• Make arrangements for the initial assessment of potential awardees and communicate outcomes

• Collate all panel papers for assessment panels

• Assign potential awardees to a Business Support Advisor

• Ensure that assessment panels are well planned, run smoothly and take minutes of the proceedings

• Ensure that outcomes from award panels are followed up promptly and accurately: letters, initial paperwork, payments, review period / next stage payment

• Set and monitor awardee budgets

• Write feedback letters to applicants which articulate complex information in a clear concise and sensitive manner

**Evaluation**

• Keep records and analyse data which assist the evaluation of effectiveness of Firstport’s award management activity

• Contribute to the preparation of reports for senior managers / Board / funders

**General administration**

• Contribute to the work of the whole team by handling initial enquiries, signposting and making appointments for Business Support Advisors

**Person specification - skills and key qualities**

**Essential*:***

* Good level of general education with specific business and financial knowledge
* Excellent written and spoken English
* Excellent analytical skills, with proven ability to absorb detailed information and arrive at sound judgments
* Proven track record of presenting concise but detailed written reports to a senior audience (e.g. management team, board of directors, external stakeholders)
* Excellent administrative skills
* Understanding of the social enterprise environment across Scotland
* Clear thinker, who is able to set own priorities, objectives and plans – and manages time accordingly
* Able to travel widely across Scotland to visit any location where the organisation operates, or may operate
* High level communication and people skills:
* an empathetic listener with the ability to ask probing questions
* able to manage and motivate applicants and awardees
* able to engage with and develop rapport with a wide spectrum of people both inside and outside Firstport
* able to identify the support needed by potential awardees pre-award panel
* confident presenter, able to justify recommendations
* able to work in conjunction with other internal functions e.g. Programme Manager, Communications team, Business Advisors
* able to actively promote the various awards in conjunction with the Communications team
* able to identify potential awardees who may act as future ambassadors for Firstport
* Numerate
* able to set and monitor awardee budgets
* able to make and record payments accurately
* able to produce reports using data which evidences Firstport’s impact

***Desirable:***

* Prior funding/grant management experience
* Experience of working with social enterprises and/or start-ups
* Experience of social impact monitoring and evaluation
* Experience of budget development and financial management
* Existing track record of building relationships across the third, private and public sectors
* Educated to degree level in a relevant subject