

NORDOFF & ROBBINS

Job Title:	<u>Partnerships Account Manager</u>
Accountable to:	Head of Fundraising
Location:	London/Hybrid working (mix of office and home)
Working Hours:	40 hours per week, (may include some evenings and weekends as required)
Contract type:	Permanent
Annual leave:	31 days pa plus bank holidays
Salary:	£43,971 plus £1,500 London Weighting (if applicable) per annum. Total salary £45,471 per annum

About Nordoff and Robbins

We stand for music and believe in the value of music for all people in our society. Every day we use the power of music to enrich the lives of people affected by life-limiting illness, trauma, isolation, social exclusion or disability.

Our goal is to bring more people together through the power of music. We can only do this if we pioneer creative new approaches to income generation that help us engage more people and grow our fundraising.

We need courageous, curious, agile, innovative change makers and music lovers like you to make this happen. This role is your chance to help us achieve our ambitious goal of transforming more people's lives through music.

Our culture

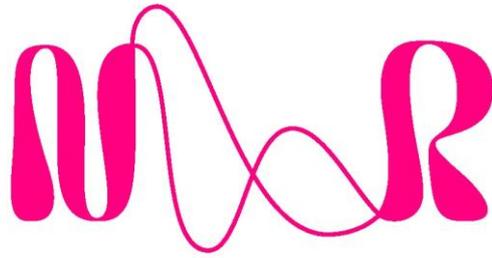
At Nordoff and Robbins everyone has a role to play in building and nurturing our inclusive culture. If you join our team, you will be encouraged to be yourself and we want everyone to feel a sense of belonging.

We offer:

- Flexible working, with a minimum two days in our North London Office
- Salary sacrifice benefits including cycle to work.
- Employee Assistance Programme
- A true People First charity with training and career development as part of our core.
- An inclusive culture where you will feel a sense of belonging.
- Lots of music!

Our Partnerships team

You'll be joining the partnerships teams at an exciting time as an Account Manager which is a key role within the fundraising department. You will have a minimum of three years account management experience gained in charity corporate partnerships or a relevant



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account management role, as well as a proven track record of cultivating, securing and successfully managing corporate relationships. You are a natural strong communicator, with the ability to build effective and long-term relationships both internally and externally. You'll have proven experience of inspiring and motivating supporters and developing partners enabling them to maximise all income generating activities in the area and deliver impressive results. The Nordoff and Robbins partnerships portfolio is going from strength to strength, and we have created this new role to truly accelerate our partnerships offering and meet ambitious fundraising targets as part of our new 5-year strategy.

About the role

The Partnerships Account Manager will work closely with another Account Manager to deliver gold standard account management, including developing new relationships. You will have the opportunity to shape, and account manage partnerships with world and industry leading companies, bringing together the unique offerings of Nordoff and Robbins to deliver high income and innovative partnerships. It is equally vital that you embed a business-focused ethos and results driven way of working within Nordoff and Robbins, engaging the team in your strategy and approach, and modelling to them leadership in this area. You will be people leading one member of the team.

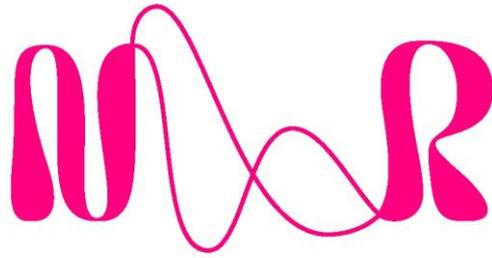
This role is subject to a basic DBS check as standard.

What you'll be responsible for:

- Managing the implementation of the team's account management strategy and plans ensuring the provision of excellent stewardship and customer service to corporate partners.
- Maximising growth opportunities for our current partnerships and events sponsors, to ensure ongoing income and support for Nordoff and Robbins.
- Supporting the Head of Partnerships to deliver the partnerships fundraising annual income and expenditure budget contributing towards the overall fundraising target for Nordoff and Robbins

Account Management

- Act as the lead on existing corporate partnerships, ensuring corporate supporters are stewarded appropriately, resulting in profitable long-term partnerships.
- Create innovative partnership growth opportunities for current partnerships, drawing on expertise in our team and with our senior stakeholders
- Ensure income targets on all accounts are fully met and identify and secure opportunities to grow and develop corporate accounts, ensuring clear delivery mechanisms to meet the fundraising target are included in all cases.

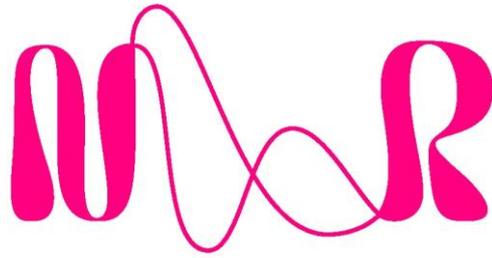


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- Maintain accurate forecast short, mid and long-term corporate income. Ensure all activity is regularly recorded on the charity database and spreadsheets to ensure monthly KPIs and ongoing progress reports are accurate
- Lead on robust account management processes and ways of working including building sustainable partnership plans for all accounts which include delivery plans for contracted activity, management for all associated budgets (income and expenditure), the upgrade of partner activity, clear governance structures and stakeholders' engagement plans.
- Produce engaging, articulate, and creative presentations, proposals and impact reports for existing corporate partners always ensuring a tailored approach.
- Develop a portfolio of assets including pitches, case studies and quotes, to use in future proposals and across the team
- Work alongside the events team to manage all event sponsor relationships to ensure that they are maximised and that opportunities are identified / developed, running a cross-team corporate account planning approach
- Manage income and expenditure budgets to ensure that targets are met, providing regular reports to Head of Partnerships
- Assess and create growth opportunities for partnerships, maximising income and delivering on our overall charitable strategy and objectives.
- Drive and increase engagement with senior stakeholders, key influencers and decision makers to optimise what can be achieved with our partners
- Regularly represent Nordoff and Robbins at client engagement events, departmental meetings and conferences, making presentations and attending face to face meetings on a regular basis at all levels, chairing senior meetings with professional gravitas

Other duties

- Work with the Engagement and Communications team to maximise the potential of partnerships to raise awareness of the work of the charity and to support the corporate relationship
- Act as an ambassador for Nordoff and Robbins representing the charity at external events, and undertake public speaking as required
- Work with colleagues across directorates to ensure that partnerships deliver tangible impact and that partners have the resources to enable them to communicate benefits to employees, customers, and other stakeholders.
- Seek out new ideas and innovations to incorporate into partnerships and sell-in these opportunities with energy and passion for Nordoff and Robbins
- Actively contribute to a culture of innovation, resourcefulness, and best practice to make the best use of time and skills in the team.
- Lead on team projects that support our team goals, helping to contribute to the development of team resources in assistance of our aim of delivering bigger, better partnerships.
- Maintain the database (Salesforce) and ensure all partnerships / supporter records are up to date and that relationships are recorded appropriately



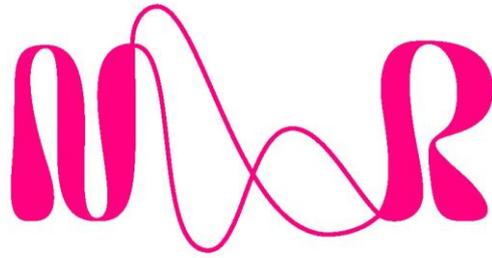
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Your skills

CORE SKILLS

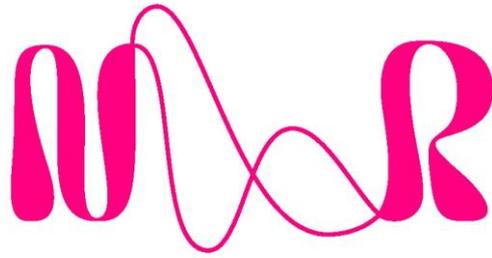
These are the key skills which you'll bring to the role

Skills and knowledge	Why this matters
Experience and knowledge of Corporate Fundraising or applicable commercial background skills	Your experience and understanding of the not-for-profit sector and account management will be essential to maximise engagement and generate income
Ability and experience in preparing presentations	Evidence demonstrating experience in creating and preparing account management documents, presentations and reports is desired.
Ability to tackle complex issues and work with others to formulate contractual agreements, fundraising plans, communications campaigns, and overarching account plans.	There are a wide range of documents, contracts and reports used within the Fundraising and Partnerships team. You will need to be confident and efficient at maintaining and managing these.
Ability to plan, deliver and present confidently at corporate partner meetings and events.	You will ensure we communicate clearly and effectively with corporate partners to maximise engagement and generate income
Excellent organisation with strong administrative and recording skills as well as attention to detail	Evidence demonstrating experience in creating and organising administrative systems is desired.
Excellent written and verbal communications with the ability to communicate effectively and professionally with different internal and external audiences	This role requires a competency in written communication via email and on administrative documents, as well as frequent communication on the phone/Zoom meetings.
Confidence to speak with a broad range of supporters and donors and excellent telephone manner	As a representative of N&R, you will need to demonstrate warm, clear, and effective communication when contacting external donors, and colleagues across the organisation.



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Awareness of confidentiality and data protection including GDPR.	Databases are crucial for organisation of the growing number of corporate partners that we work with.
Strong IT skills (Excel, Word, PowerPoint) and experience using a database	There are a wide range of documents, databases and programmes used within the Fundraising and Partnerships team. You will need to be confident and efficient at using all software
Experience	Why this matters
Leading on and developing corporate account management stewardship	Your experience in leading and developing Account Management stewardship and plans for implementation will be critical in helping us increase engagement and grow income.
Experience of managing several accounts simultaneously.	Your ability to lead on and juggle lots of different accounts with competing priorities simultaneously will help keep things running smoothly.
Experience of working in a charity or other not for profit organisation	Your experience and understanding of the not for profit sector will inform the way you communicate with corporate partners in person, on the phone or in written communication
Experience working in a team which is working towards achieving income targets	This role requires frequent communication and involvement with the Events team and wider national Fundraising team.
Ability to work independently and flexibly, able to re-prioritise workload when urgent things come in but still be able to achieve longer-term objectives	There are times when workloads will be heavier, and it is crucial to be able to effectively balance multiple tasks at once, prioritise and manage varying deadlines



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ADDITIONAL SKILLS

These skills aren't essential, but we would be interested to hear if you have skills in these areas

Experience	Why this matters
Experience of collaborating with cross functional teams and a range of business partners.	Your experience will help build strong, collaborative relationships with colleagues in the Partnerships team and across Nordoff and Robbins, and amongst our corporate supporters, based on innovative, shared goals and values so we can achieve more great results together.
An interest in music and/or music therapy	Our colleagues are all passionate about the potential for music to eN&Rich the lives of those living with life-limiting conditions, disability, or those in social isolation. It's important that all members of the team share our values to best support the work.