

# Partnership Manager

Job Information	
Job Title	Partnership Manager
Location	Central London or Gateshead office
Working Hours	37.5 hours per week generally within office hours with some homeworking flexibility. Some UK travel will be required, occasional evening and weekend work, occasional overnight stays away from

Position in Organisation	
Reports to	CEO & Head of Learning
Works in conjunction with	Systems & Data Executive; Learning Executive; Marketing Executive

Overall purpose of the job
To initiate, develop and manage Sing Up's relationships with Music Education Hubs, Academy Chains and other significant umbrella organisations.

Main Duties and responsibilities
<ul style="list-style-type: none"> <li>• Management and oversight of Sing Up's strategy for seeking, developing and maintaining relationships with Hubs, Academy Chains and other umbrella organisations</li> <li>• Developing new relationships in order to gain new Membership subscriptions and other income generating opportunities for Sing Up</li> <li>• Contribute to and guide the planning process for developing and providing services and resources for these partner organisations</li> <li>• Proactively maintain regular contact with and be a primary point-of-contact for these partner organisations and deal with their day-to-day needs, requirements and enquiries</li> <li>• Management of contracts ensuring responsibilities are met on both sides and that Sing Up is providing the best possible service, exceeding expectations</li> <li>• Working closely with colleagues to ensure detailed accuracy, accessibility and usefulness of Sing Up's partner organisation data for both internal and external use.</li> </ul> <p><b>Management and oversight of Sing Up's strategy for seeking, developing and maintaining relationships with Hubs, Academy Chains and other umbrella organisations</b></p> <ul style="list-style-type: none"> <li>• Be the member of the staff team who has the fullest understanding of Sing Up's relationships with these organisations, with excellent systems for keeping track of conversations and correspondence.</li> <li>• Create planning schedules/calendars of regular contact moments and follow-up calls/emails and carry these out efficiently in a timely fashion.</li> <li>• Keep efficient and organised records of relationships with each organisation as they develop, ensuring that Sing Up has a clear roadmap for how to proceed in each case to best enable us to secure new partner contracts and maintain high satisfaction with Sing Up among existing partners.</li> </ul>

**Developing new relationships with partner organisations in order to gain new Membership subscriptions and other income generating opportunities for Sing Up**

- Taking a 'sales through partnership development' approach, instigate new conversations with potential partner organisations. Set up calls and/face-to-face meetings to find out how Sing Up can support their work through our Membership Subscriptions, Bulk Deals, Training offer, Big Sings and other paid-for resources/services.
- Manage Sing Up's ongoing conversations with these potential partner organisations and seek to move them towards a formal partner or bulk deal contract.

**Contribute to and guide the planning process for developing and providing services and resources for these partner organisations**

- Guide and support the planning process for developing services and resources to meet the needs of Sing Up's partner organisations based on a detailed understanding of their most pressing priorities
- Carry out regular research with Hubs, Academy Chains and other umbrella organisations to inform Sing Up's strategy
- Be well-informed about how our competitors' products and services meet the needs of these organisations

**Proactively maintain regular contact with and be a primary point-of-contact for these partner organisations and deal with their day-to-day needs, requirements and enquiries**

- Respond to all email enquiries to the Hubs in-box and phone enquiries from Hubs in a timely fashion
- Maintain and share a set of internal FAQs for Sing Up staff in relation to Hub and Academy Chain relationships
- Work closely with the Marketing & Comms team to create regular email communications to go out in bulk to our partner organisation contacts, as well as to other organisations who are not yet partner organisations but who are in our target groups
- Work closely with the Marketing & Comms team to create any marketing collateral which will help support Hubs and Academy Chains/other organisations to communicate the benefits of using Sing Up to their schools
- Attend relevant events and conferences, e.g. Music Mark and Music and Drama Education Expo and meet with Hubs and other relevant contacts while in attendance.

**Management of contracts, ensuring responsibilities are met on both sides and that Sing Up is providing the best possible service, exceeding expectations**

- Create and maintain contract documents, ensuring these are signed, up-to-date and that the responsibilities within them are understood and carried out by appropriate members of the Sing Up Team. Remind partners of their responsibilities and keep track of what these are.
- Issue new contracts annually or as needed and store electronic copies centrally.

**Working closely with colleagues to ensure detailed accuracy, accessibility and usefulness of Sing Up's partner organisation data for internal and external use**

- Liaise with the Systems and Data Executive and Head of Operations to maintain and improve our systems for gathering, storing and using data related to our work with partner organisations

- Use our data to inform strategy as it relates to our work with Hubs, Academy Chains and other umbrella organisations.
- Responsibly share relevant data with our Hub partners as per contract terms and GDPR legislation.

**Other reasonable duties as requested by the CEO**

- Sing Up has a small team and sharing work flexibly across the team is part of the way we work. You will not be asked to undertake work that you do not have experience in without appropriate support or training

**Knowledge, experience and skills required**

- A solid understanding and familiarity with the UK music education sector
- A proven relationship-builder – a “people person”
- Experience of managing a complex collaborative network
- An articulate, persuasive communicator – both written and verbal
- Sales experience or comparable relevant experience
- Excellent organisational and planning skills
- Excellent team-member with track record of collaborative working
- Excellent interpersonal skills
- Commitment to promoting and developing Sing Up’s ethos and business objectives

**Desirable Skills:**

- Teaching experience in music
- Ability to develop and/or lead training in music and singing
- Experience or understanding of music education outside the UK

The salary for this post is £27,000 - £31,000 per annum. Hours of work are full time – 37.5 hours per week.

The holiday entitlement for this post is 25 days plus bank holidays. In addition, the Sing Up office is normally closed between Christmas and New Year, so, at the discretion of the CEO you will receive an additional number of days off during this period, which will not be taken from your leave allocation. You will join our pension scheme and Life Insurance policy.

Please note that the successful applicant for this post may require a Disclosure Check –Enhanced Level with the Criminal Records Bureau. This is due to the fact that the post may have access to children. Further information is available from [www.disclosure.gov.uk](http://www.disclosure.gov.uk).