



## Job Description

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| <b>Job title</b>       | Relationship Manager                                       |
| <b>Responsible to</b>  | Assistant Director Sport System Delivery and Relationships |
| <b>Responsible for</b> | TBC  |

### Job purpose

Sport Wales's purpose is to enable Sport in Wales to thrive. Our relationship with our partners will, ultimately, determine our capacity to achieve this. In our strategy, we have committed to an approach that recognises that we will need to work in a very different way with our partners. As our key interface, you will be the embodiment of this way of working, and responsible for its success. This will be made all the more challenging in an ever evolving, responsive role where the needs of the relationship will be bespoke to each partner.

You will develop and maintain excellent, trusted relationships with senior leaders to support, develop and challenge strategic ambitions and drive transformational change, culture change and continuous improvement.

Through your relationships, you will gain a thorough understanding of our partners: their culture, approach, the challenges they face and the opportunities available to them. You will need the means of probing for deeper understanding and the skill to do this in a way that encourages people to open up and share. You will add significant value to our partners, both through your own interactions and by facilitating access to a bespoke package of services, the effectiveness of which you will play a key role in reviewing.

You will be dedicated to learning and supporting others to learn (both within partners and across partners) with a focus on improvement rather than 'getting it right.' Utilising the understanding of the sector gained through strong peer to peer relationships, you will prompt and challenge colleagues internally to ensure their work is responding to the needs of our partners.

## Main duties

- Lead and inspire partners to enable Sport in Wales to thrive. Provide the strategic level connect into partner organisations – embedding yourself in the organisation to gain a thorough understanding while maintaining impartiality.
- Develop trusted relationships with key partners in order to support and challenge strategic ambitions and drive transformational change.
- Work with partners, in whichever way best suits them, to generate discussion, develop insight and evidence, and progress learning around areas that will enable the collective achievement of the Vision for Sport in Wales.
- Provide support to partners to identify areas of challenge and opportunity. Work with others across Sport Wales, to facilitate and review a bespoke service package for partners that matches partner needs and approaches.
- Inform and support colleagues from across Sport Wales in developing key learning, policy recommendations and resource implications through intelligence gathered from working with partners.
- Facilitate partner led learning events and work with others throughout Sport Wales to facilitate collaboration opportunities for partners working on similar issues to come together to do so.
- Be comfortable to manage the tensions that arise from disagreement and strong differences of opinion. Have the confidence to explore the underlying issues to help people understand and respect each other's perspectives.
- Make appropriate use of different types of evidence, data and insight to support operational decision making and inform strategic direction. Support partners to understand and respond to their insight needs.
- Fulfil responsibilities which contribute to delivering an exemplary service for Sport Wales in respect of our statutory duties, including Well-being of Future Generations (Wales), Equality, Information Security, Risk Management, Safeguarding, Financial Regulation and Health, Safety & Environment.
- Work flexibly, performing any other duties as required, where relevant to the post and appropriate to the grade.

## Sport Wales' Values:

We will:

### Learn Together

Constantly exploring, testing and reviewing

### Deliver Together

Sharing outcomes, nurturing open and honest relationships, providing robust feedback, constantly improving performance

### Celebrate Together

Recognising our shared successes through effective partners

By:

### Acting with Integrity

Understanding and Respecting each other's culture and values. Promoting equality and diversity

### Adding Value

Ensuring the optimum mix of support, challenge, investment, skills and expertise to achieve our shared outcomes.

### Encouraging Innovation

Welcoming new ideas and approaches and supporting ambition and fresh thinking. Not being afraid to feel uncomfortable.

## Person specification

|   | Essential Requirements   | Desirable Requirements   |
|---|--|--|
| <b>Education:</b>                         | Degree level education (or equivalent)<br><br>Evidence of professional development in the area of leadership and management  | Post graduate qualification in a relevant field  |
| <b>Experience:</b>                        | Significant relationship management experience at strategic level, across a diverse range of partners<br><br>Influencing leadership teams, partner strategies and policy<br><br>Decision making based on learning, evaluation of evidence and risk | Experience of strategic leadership in a related industry<br><br>Ability to influence sport policy and strategy at system level<br><br>Evidence of proactively supporting Executive Teams |
| <b>Skills, Aptitudes &amp; Abilities:</b> | An understanding of complexity and able to demonstrate being comfortable working in this way   | Bilingual or multilingual skills   |

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|-------------------------------------|---|--|
|                                     | <p>Able to build trusting relationships that can stand up to strong differences of opinion and disagreement, while maintaining a level of impartiality</p> <p>Leads and inspires others, earning respect from colleagues and partners</p> <p>Able to probe for deeper understanding and the skill to do this in a way that encourages people to open up and share</p> <p>Ability to translate strategic intent into operational delivery</p> <p>Dedicated to learning and to supporting others to learn – a focus on improvement not on 'getting it right'</p> <p>Able to lead change and to prioritise and work in an agile way</p> <p>Highly motivated and solution focused, with the ability to work at pace</p> <p>Able to communicate persuasively and with influence at a senior level both verbally and in writing</p> | <p>Understands the essential components of high performing teams and can build these using effective leadership skills</p> <p>Able to initiate projects, set goals, define roles and track progress, review, evaluate and implement learnings for optimal impact</p> |
| <p><b>Special Circumstances</b></p> | <p>Able to work flexibly including out of normal office hours</p> <p>Able to travel as required</p> <p>A driven and personable style with the credibility and profile to ensure the confidence and respect of partners</p>  |  |