

JOB DESCRIPTION

1261Job Title	Education Relationship Manager		
Directorate	Children's Services		
Reporting to	Service Manager Education Relationships and Early Years Lead		
Grade	Soulbury 2-5		
Evaluation ref:	AG1261	Job Family ref:	
Role purpose			
<p>Relationship Managers are the first port of call for any school or setting needing help where they do not already have an established relationship with a specialist, or where a situation is complex and needs a more joined up response. Relationships managers know schools and settings well and connect other professionals to develop a shared view of strengths, needs, and areas for development. Relationship managers are accountable for delivering higher standards across the system through effective intelligence gathering, responsive intervention and penetrating challenges to leaders.</p>			
Responsibilities			
<p>Acts as the single point of contact for schools and settings as part of a high-functioning and flexible team that deploys according to need to that every LA maintained school and setting can be confident of a rapid and effective response when in need.</p> <p>Confidently connects specialists from many different teams to maximise the available capacity by ensuring people are clear about what is needed, and the right expertise is connected and delivering.</p> <p>Takes personal responsibility for maximising the potential of what the LA knows about every LA maintained school and early years setting, drawing on existing data sources and qualitative intelligence gathered by specialists.</p> <p>Has a broad general understanding of sources of help and support for schools and settings and can respond to general queries, as well as being very well connected to a network of specialists to deploy to address more challenging queries and issues.</p> <p>Works as part of a high-functioning team to constantly assess the level of need and nature of support required by schools and settings, changing approaches as needed and feeding this intelligence into specialist teams to improve performance.</p> <p>Maintains the integrity of record-keeping and tracking systems so that intelligence gathered, and activity undertaken is accurately and reliably tracked and used effectively by multi-disciplinary teams and specialists working with schools and settings.</p> <p>Leads time-limited projects across groups of schools where this is the most effective mechanism to bring a group of specialists together to meet need.</p>			

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Leads core groups or other time limited coordination meetings to ensure that multi-disciplinary teams are informed, completing actions to time and quality and delivering progress.

Knowledge / Experience / Skills

	Essential	Desirable
Work Experience		
Experience working within the education system and the ability to speak to educationalists in a manner and with a context that gives them confidence their perspective and issues are understood	x	
Expertise establishing project and performance management systems and processes		x
Qualifications		
Relevant degree-level qualification or equivalent work-based learning.	x	
QTS or Early Education Level 6.		x
Knowledge and skills		
Relationship managers must work across many types of schools and settings and therefore must have advanced expertise in either early years, primary, special, or secondary education.	x	
The specialism for this post is around supporting locality working. Knowledge of Capita, Somerset SEND processes or multi-agency working is desirable.		x
Personal attributes		
Ability to connect with others empathetically and build their confidence that support will meet their needs, while also being prepared to establish firm expectations of others and have challenging conversations where expectations are not met	x	
Ability to take a rigorous and disciplined approach to record keeping and monitoring, setting high standards for self and others	x	
Ability to lead core groups or other time limited coordination meetings to ensure that multi-disciplinary teams are informed, completing actions to time and quality.		x

Working Arrangements

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Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practice.

Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promotion equality of opportunity for all.

Date: 08/08/2025