



Role description

Job Title:	Relationship Manager, CILIP Cymru Wales
Manager:	Head of Marketing & Membership
Location:	The post holder will work from home and must be based in Wales
Purpose of the role: To enable CILIP to deliver the goals in our strategy, business plan and annual budget by building CILIP's community across the UK, including Devolved Nations, Regional Member Networks and Special Interest Groups.	
We expect everyone to:	
<ul style="list-style-type: none">• Focus on growth	
<ul style="list-style-type: none">• Be able to explain CILIP's membership offer	
<ul style="list-style-type: none">• Cross functional lines and use your skills and expertise where you can add value	
<ul style="list-style-type: none">• Find out what the customer wants	
<ul style="list-style-type: none">• Raise issues and work on solutions	
<ul style="list-style-type: none">• Support your colleagues, collaborate and be a team player	
<ul style="list-style-type: none">• Get up, walk around and talk to colleagues	
<ul style="list-style-type: none">• Commit to delivering and be accountable	
<ul style="list-style-type: none">• Be innovative and continuously improve the way work is performed	
<ul style="list-style-type: none">• Share your knowledge and ensure you understand your responsibilities in managing organisational knowledge and information	
<ul style="list-style-type: none">• Embrace digital	
<ul style="list-style-type: none">• Support CILIP's ambitions around equality and diversity	
<ul style="list-style-type: none">• Continually grow and develop your skill set	
<ul style="list-style-type: none">• Familiarise yourself and comply with CILIP policies in particularly relating to health and safety and diversity and inclusion.	
Your role:	
<ul style="list-style-type: none">• Work with the CEO, Head of Marketing & Membership and other Relationship Managers for England and Northern Ireland to create and implement a strategy for CILIP as a community-based organisation, based on a collaborative/decentralised approach to planning	
<ul style="list-style-type: none">• Develop a culture of trust, respect, good communications and open collaboration between CILIP and colleagues in Member Networks and Devolved Nations, with a specific focus on developing collaboration within Wales	

<ul style="list-style-type: none"> • Ensure that there is an administrative infrastructure (including finance and governance) that enables the effective delivery of support for CILIP members in Wales
<ul style="list-style-type: none"> • Develop CILIP's use of content, media and digital platforms to strengthen and enhance our collaboration with and support for members, with a specific emphasis in Wales
<ul style="list-style-type: none"> • Support the CILIP Cymru Wales Committee to inform and strengthen CILIP's work in four key areas of membership; sharing good practice; advocating for members' interests; supporting workforce development
<ul style="list-style-type: none"> • Support the CILIP Cymru Wales Committee to plan and deliver an annual CILIP Cymru Wales Conference with support from CILIP colleagues as appropriate
<ul style="list-style-type: none"> • Support the coordination of the CILIP Cymru Wales Committee including scheduling meetings, sharing information and supporting governance processes as appropriate
<ul style="list-style-type: none"> • Champion the Regional Member Networks, Special Interest Groups and Devolved Nations across CILIP, with a specific focus on ensuring that the needs, interests and activities of members in Wales are properly represented across all CILIP activities and channels
<p>Person specification</p>
<p>You need to:</p>
<ul style="list-style-type: none"> • Demonstrate understanding of the skills involved and the value of the information, knowledge management and library sector to society
<ul style="list-style-type: none"> • Be based in Wales and be willing to undertake reasonable travel within Wales and the rest of the UK
<ul style="list-style-type: none"> • Have an understanding of the policy environment
<ul style="list-style-type: none"> • Be able to plan and prioritise workloads, work under pressure and meet deadlines.
<ul style="list-style-type: none"> • Have demonstrable experience of working with people and managing stakeholder relationships – internal and external
<ul style="list-style-type: none"> • Be experienced in stakeholder management and working with external bodies.
<p>You will have:</p>
<ul style="list-style-type: none"> • A background in the information, knowledge management and library profession
<ul style="list-style-type: none"> • The ability to work on your own initiative
<ul style="list-style-type: none"> • Written, verbal, listening, presentation skills
<ul style="list-style-type: none"> • Competence in Microsoft Office products and willingness to learn other applications used by CILIP
<p>Desirable:</p>
<ul style="list-style-type: none"> • A Welsh speaker or with a good knowledge of Welsh

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