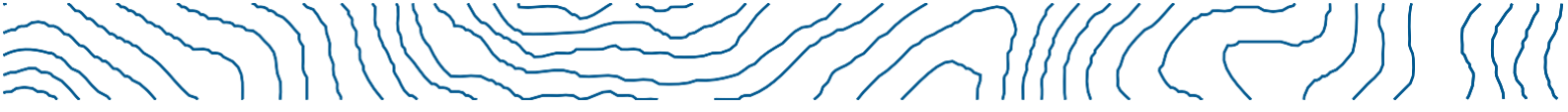


Relationship Manager



schoolofoutdoors.uk



School of Outdoors

Vision: To be the leading provider of outdoor education and experiences.

We do this by constantly asking the following three questions of everyone involved, and in every situation:

1. **Is it the best it can be?**
2. **Has there been impact?**
3. **Have there been meaningful connections?**

Underpinning our vision and these three questions is a deep rooted belief in outdoor education and meaningful experiences. Our goal is to support young people in alternative provisions by offering engaging, practical, and impactful outdoor learning opportunities.

Role Purpose

The Relationship Manager is the main point of contact for the schools we work with, making sure each partner school's programmes run smoothly and that the relationship goes from strength to strength.

Working under the direction of the **Director of Non-Education**, the Relationship Manager is responsible for a portfolio of around 30–40 partner schools — covering renewals, delivery quality, day-to-day problem-solving, and all parent contact coming from those schools, across the Duke of Edinburgh's Award and any other programmes we run with them.

There are two Relationship Managers, each holding their own portfolio. **They are expected to know enough about each other's schools to cover for one another** when one of them is away.

This is a **relationship-first role** that combines account management, calm problem-solving, and clear communication with schools and parents alike.

What Success Looks Like

Success in this role is judged across five outcome areas. Together they describe a portfolio of schools that stays, that runs smoothly, and that genuinely values School of Outdoors as a partner.

1. Retention & Renewal

Partner schools renew their programmes with School of Outdoors year after year, with no unwelcome surprises.

What this looks like in practice

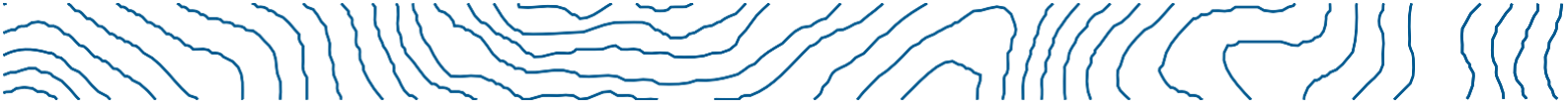
- Renewals for the next academic year are secured in good time, not chased at the last minute.
- Early signs of a school drifting — quieter contact, falling enrolment, unresolved niggles — are spotted and acted on before they become a decision to leave.
- Where a school does leave, the reasons are understood and shared, rather than coming as a surprise.

How you'll know it's working

- Renewal rate across the portfolio, year on year.
- Number of "at risk" schools identified early and turned around.
- Any account loss was anticipated well in advance, not discovered after the fact.

2. Delivery Quality & Compliance

Every school in the portfolio can rely on their DoFE and other programmes running to standard — safely, on time, and to the



right requirements – without having to chase School of Outdoors.

What this looks like in practice

- Each school's programme needs are passed to the colleague who staffs and equips events with enough lead time that nothing is a last-minute scramble.
- Safeguarding, licensing and programme requirements – DofE and any others we run – are consistently met across the whole portfolio.
- Problems are caught and resolved from this side before a school has to raise them.

How you'll know it's working

- Volume and severity of complaints or incidents across the portfolio.
- Clean record against licensing and safeguarding checks.
- Share of issues School of Outdoors caught first, rather than schools flagging them.

3. Partnership Health

Schools experience School of Outdoors as a partner genuinely invested in their students – not just a supplier delivering a contracted service.

What this looks like in practice

- Contact with each school is regular and proactive, not only when something's gone wrong or a renewal is due.
- School staff feel heard when they raise a concern, an idea, or a change in their needs.
- The Relationship Manager understands each school's own context well enough to act as a genuine advisor.
- Feedback from participants and their parents is gathered after each programme, and what it raises is followed up – not just filed away.

How you'll know it's working

- School satisfaction or NPS-style feedback.
- Schools actively recommending School of Outdoors to other schools.
- Growth in scope within existing accounts (more year groups, programmes or students) as a sign of trust.
- Trends in participant and parent feedback over time.

4. Parent Communication

Parents connected to our partner schools get clear, prompt answers, and any parent contact reaching School of Outdoors is handled with care and closed out properly.

What this looks like in practice

- All parent contact coming via, or about, partner schools is picked up promptly, not left for the school to chase on our behalf.
- Parents get accurate, reassuring information about logistics, safety and their child's progress, in a tone that fits a curious or worried parent.
- Recurring parent questions or concerns are fed back so we can improve, rather than handled in isolation each time.

How you'll know it's working

- Response time and resolution rate for parent queries.
- No parent complaint escalates because it wasn't handled well the first time.
- Schools report that our parent-facing communication reflects well on them.

5. Team Cover & Continuity

With two Relationship Managers sharing the portfolio, either one can step in for the other without a school noticing a drop in service.

What this looks like in practice

- You know enough about your colleague's schools — key contacts, live issues, upcoming events — to pick up anything urgent if they're away.
- Handovers happen proactively before planned absences, not scrambled together at the last minute.

How you'll know it's working

- Schools get a timely, informed response even when their usual Relationship Manager is out.
- Nothing important falls through the gap between the two portfolios.

We'd love to hear from you if you have:

Essential:

- Confident building relationships with school staff and parents at every level
- Highly organised, able to run a large and varied portfolio without things slipping
- Calm, clear communicator — including with a worried or frustrated parent
- Comfortable spotting problems early and dealing with them before they escalate
- Willing and able to get to grips with the Duke of Edinburgh's Award and our other school programmes
- Comfortable stepping in for a colleague's portfolio at short notice, and keeping them briefed enough to do the same for you

Desirable:

- Experience in account management, customer success, or a school-facing role
- Knowledge of DofE, outdoor education, or the education sector

Full UK driving licence (for school visits)

Personal Attributes

- Warm, but not a pushover — able to hold schools and colleagues to account
- Proactive; spots what needs doing before being asked
- Trusted to tell schools and parents the truth, not just what they want to hear
- Resilient under pressure, especially during peak delivery season
- A team player who shares the load, rather than just protecting their own patch

Safeguarding & Compliance

School of Outdoors is committed to safeguarding children and young people. All staff are expected to follow safeguarding policies and procedures. This role may be subject to a **DBS check**.

Seasonal & Flexible Working:

Due to the nature of outdoor education and Duke of Edinburgh's Award delivery:

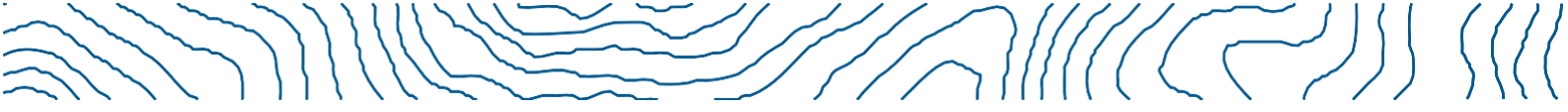
- Workload increases during peak season (typically March–July)
- Regular visits to partner schools, with occasional early starts, late finishes, or weekend attendance at expeditions
- Flexibility is essential to be there for schools when it matters most

What's in it for you?

Work-life balance: We understand that work is only one part of life.

- Flexible working patterns
- Competitive salary
- Staff Socials
- Options for additional work

Your development: We value professional



growth and provide opportunities for training, mentoring, and career progression.

Pay, Benefits and Hours

Salary & Working Pattern

Salary: £31,000 to £38,000 depending on experience.

This is a full-time role, with regular travel to partner schools across South East of England

Benefits

- 2 company social events each year
- 8 UK Bank holidays
- Up to 20 days leave depending on contracted days and hours
- 1 additional birthday leave
- 1 moving house additional day
- 3 additional leave days over Christmas period

An additional 1 day per full year worked up to a maximum of 5 days.

Next Steps

If you are passionate about making a difference in the lives of young people and want to be part of an inspiring team, we would love to hear from you.

Please forward your CV and covering letter to:

Alex Wilkes

Email: recruitment@schoolofoutdoors.uk

If you have any questions, please call the office at 01296 336644.

Closing date: 26th August 2026

Interviews: between 31st August and 11th September