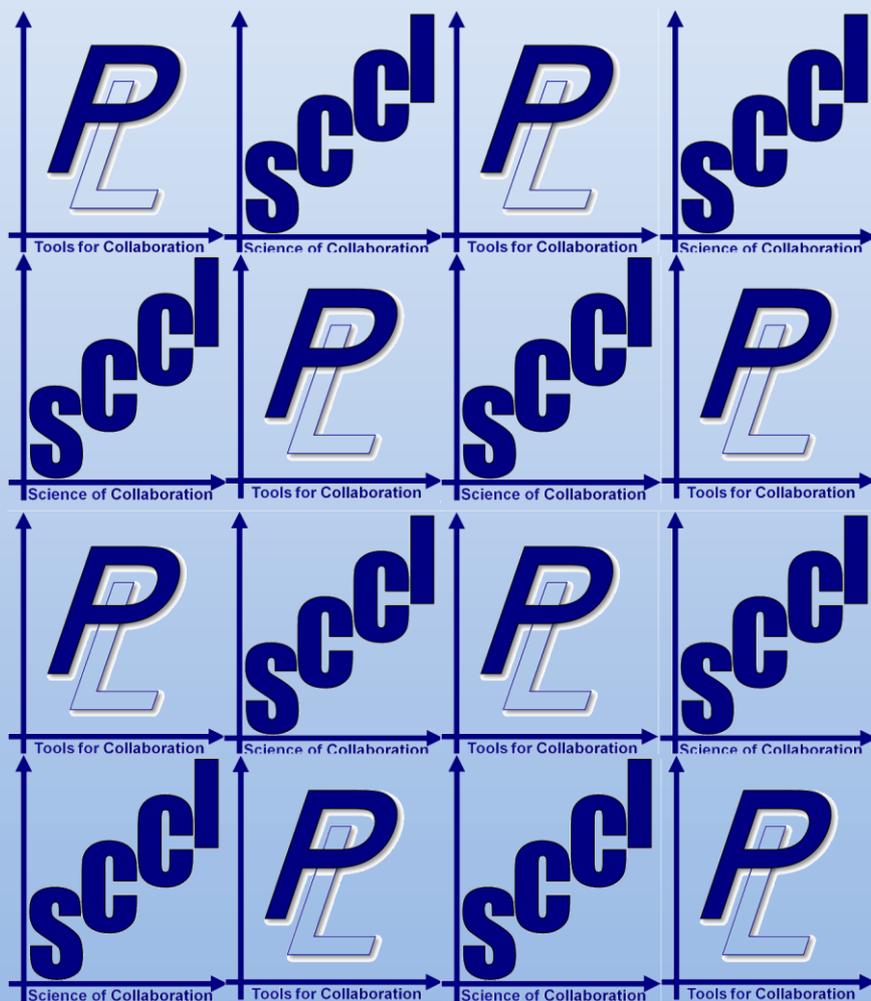


# The Relationship Management Director Job Specification



Andrew Humphries & Linda McComie



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## The Relationship Management Director Job Specification

*By Andrew Humphries & Linda McComie*

This role operates at Board level and is responsible for the firm's ability to create and capture measurable collaborative value.

- **Strategic Role**
  - Guides strategic decisions that lead to selecting and defining the commercial arrangements for working with a new partner
  - Identify emerging opportunities for collaboration and how they can be exploited
  - Reporting on the performance of strategic relationships
  - Ensure that policies which inform strategic decision- making are current
- **In-house co-ordination Role**
  - develop, implement and maintain the collaborative business relationship management process throughout the organisation
  - become the resource for knowledge and experience in collaborative working
  - co-ordinate all internal activities to ensure that they line up with the requirements for supporting external partners
- **Partner co-ordination Role**
  - synchronise work with each partner company including processes, policies and resourcing
  - jointly manage governance and performance for each relationship

### Key Accountabilities

- Responsible for managing the Decision, Operations and Exit Planning processes
- Has supervisory responsibility for the company relationship management team.
- Apply a structured framework such as an Enterprise Relationship Management Plan to relationship management activities
- Identify key stakeholders both within the partnerships and externally and gain buy-in to collaborative working
- Ensure all partners voices are heard through the use of an effective communication plan
- Monitor relationship performance and track benefits
- Create an environment that promotes continuous improvement and innovation

### Skills and Personal Qualities

The RMD must have

- proven leadership qualities
- the capacity and willingness to develop, organise and manage a collaborative venture, along with any of its risks, to achieve the aims of the business

- highly effective communication capability at all levels
- a strategic view of the business, the industry and the wider marketplace
- established effective networks
- mediation and service skills requiring empathy, listening abilities, and awareness

## **Competencies and Strengths**

Overall the RMD must be a leader able to

- show credible experience of engaging, developing, motivating and leading cross functional teams
- work effectively with a wide range of stakeholders
- build loyalty and confidence within and between teams
- and encourage people to perform through co-operation
- **Cognitive**
  - demonstrate credible experience of finding practical solutions from complex and ambiguous information
  - learn rapidly and apply that learning
  - work with concepts which will assist change and continuous improvement
  - design thoughtful plans, assess priorities within the plans, then put the plans successfully into action
  - effectively manage organisational systems
- **Persuasion**
  - show credible experience of building on the ideas of others to complete tasks
  - assist others in reaching decisions with a reasonable balance of risk-taking and careful behaviour
  - demonstrate effective mediation skills that ensures parties remain engaged
- **Self-management**

Demonstrate

  - experience of personal resilience within difficult relationship building
  - encouraging resilience in others
  - reducing barriers to change and the embracing of new alliances
  - curiosity to find valuable knowledge and experience from internal and external partners
  - high levels of self-motivation which encourages others to strive towards objectives

## Further Reading

Andrew Humphries & Linda McComie (2022), **Implementing and Managing Collaborative Relationships – A Practical Guide for Managers**

Routledge, New York, ISBN 978-1032-1173-86

155 pages



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