

# Relationship Manager

## Location

Central London

## About BOP

BOP Consulting is an international consultancy specialising in culture and the creative economy.

With offices in London, Liverpool, Edinburgh, and Shanghai, BOP delivers over 100 projects each year covering research and evaluation, strategy, buildings and placemaking. For over 20 years, BOP has partnered with cities, cultural organisations, and policymakers to reshape the way culture is experienced and delivered locally, nationally, and internationally.

Our typical services and selection of our projects are on our website: [www.bop.co.uk](http://www.bop.co.uk)

## About World Cities Culture Forum (WCCF)

World Cities Culture Forum is a leading global network of 38 world cities including New York, Tokyo, Buenos Aires, Seoul, Melbourne and Paris. It brings together influential city leaders who are shaping the future of culture. Our members collaborate and share best practice, as well as the challenges they face. Each year, one of our member cities hosts an annual summit, bringing together Deputy Mayors for Culture and Heads of Culture for three days of themed workshops, plenaries and discussions. BOP convenes the World Cities Culture Forum in partnership with the Mayor of London's Office.

More information can be found on our website: [www.worldcitiescultureforum.com](http://www.worldcitiescultureforum.com)

We welcome applicants from all backgrounds. We want to make sure our workforce is diverse and representative of the communities we work with, and that our opportunities are open to all.

## The role of a Relationship Manager at WCCF

We are looking for a dynamic and organised person to join the core World Cities Culture Forum team. You will play a critical role in developing relationships with our cities and partners, acting as a first point of contact for our current members and leading the strategic growth of the network.

In this role you will be responsible for managing relationships with cities in our core network as well as establishing new relationships with target cities, partner organisations and other networks. You will also contribute to WCCF's overall strategy as an integral team member.

### Illustrative day in the life of a Relationship Manager at WCCF

- Phone call/s with a member city to check data for the website
- Desk research to identify potential contacts or connections with a target city
- Attend and contribute to a planning a meeting about the annual summit

As a Relationship Manager you will be expected to:

- Research, develop and support new relationships with target members, networks and partners
- Secure sign up and management of new members
- Manage cities' membership, including contracts and invoicing
- Maintain ongoing communication and engagement with cities between events and projects
- Research and source information to develop city profiles
- Document, collate and update information from cities for the benefit of the network
- Facilitate city-to-city connections
- Organise city delegates' attendance at our annual summit and regional events
- Liaise with cities about their cultural policy, develop detailed knowledge of the current cultural landscape
- Respond in a time efficient manner to all partnership and city inquiries
- Support the Programme Manager to manage input from WCCF Advisory Groups
- Support and contribute to WCCF's future growth and development

## **What we are looking for**

### **Key requirements**

- 3+ years in senior relationship management or equivalent role
- Proven experience of diplomacy, able to navigate complex relationships
- Strong communication skills, both written and oral
- Fundraising or sales experience, proven ability to deliver targets
- Experience working with, and knowledge of, international organisations
- Experience of organising cultural visits and hosting delegations
- Experience of working across all levels of organisations, including high level contacts (such as Mayors)
- 1 additional language (preferably French, Spanish or Mandarin)

### **Desirable requirements**

Skills and experience:

- Cultural or urban policy research and report writing experience
- Event management experience
- Facilitation of meetings and global dialogue between delegates

Knowledge and expertise:

- Knowledge and understanding of how city governments work
- Understanding of the international cultural landscape (non-profits, other network organisations and funders)
- Awareness of, and interest in, international politics

Personal attributes:

- Team player, ability to work well in a small team
- Passion for urban cultural policy and the future of cities
- Self-motivated, flexible and proactive
- Well organised and efficient
- Persuasive and dedicated approach to responsibilities

## Management

You will report to the Programme Manager of the World Cities Culture Forum.

## Details

- Full-time
- Based central London
- Salary range of £38,000 – £45,000 pa, depending on experience
- Monthly cultural allowance
- 25 days holiday (including 5 days during the Christmas closure period)
- Matched pension
- Start date - as soon as possible

## Applying for the role

- If you have any questions or to organise a discussion with one of our team about the role and working at WCCF, please email [kristina@bop.co.uk](mailto:kristina@bop.co.uk).
- To apply, please submit a one-page cover letter and short CV to [kristina@bop.co.uk](mailto:kristina@bop.co.uk) by 09.00 (GMT) on Monday 18 February. Please note first round interviews will be held on 22 and 25 February.
- In your application, please be sure to set out clearly and succinctly how you meet the requirements above.
- We will hold a conference call session where interested applicants can ask questions about the role, this will be held on 14 February at 12.00 (GMT) please email [kristina@bop.co.uk](mailto:kristina@bop.co.uk) if you would like to join.