



<b>Job Title</b>	<b>Relationship Manager</b>	<b>Reporting to</b>	<b>Commercial Director</b>
<b>Date Reviewed</b>	<b>March 2026</b>	<b>Reporting to you</b>	<b>N/A</b>

**Job Role:**

- Regular engagement with member companies in your portfolio building enhanced relationships/ multiple points of contact to ensure value and assist with retention
- Develop awareness of member business objectives to ensure retention and opportunity to up-sell/cross-sell Chamber commercial services
- Maintain full knowledge of all Chamber activities to ensure your engagement with members is up-to-date and relevant
- Deliver performance targets related to the Chamber’s core commercial activities: training, events, research, Bulletin advertising, event sponsorship and membership- specifically the proactive recruitment of new members
- Follow all processes, procedures and disciplines that will underpin the delivery of commercial targets
- Ensure all reporting is accurate and the CRM system is updated daily on status of your engagement with members and prospects including capturing details of any changes within organisations
- Other tasks and projects as determined in line with business requirements

**Person specification:**

- Proven track record of sales target delivery in high pressure environment
- A wide and proven network of contacts
- An interest in business and committed to building lasting and meaningful commercial relationships
- A customer service champion
- An interest in/experience of customer marketing techniques
- A target driven self-starter with an outstanding work ethic
- Creative in finding solutions with ability to think outside the box
- A methodical planner, able to think on their feet and prioritise competing demands
- Team player with great internal and external communication skills
- Committed to attention to detail and a ‘right first time’ culture
- Experience of Microsoft Office packages and CRM systems
- A full UK driving licence and access to own vehicle for business purposes
- Passionate about our region and the role of the Chamber of Commerce

**You’ll feel at home if:**

- You love dealing with people
- You are ruthlessly organised
- You get a buzz from completing your ‘to do’ list
- You aim for perfection
- You enjoy working collaboratively with colleagues to delivery collective success



## Why you should want to work with our team:

- 30 days off, inclusive of public holidays rising to 35 after 5 years
- Personal pension scheme (employer contribution 5%)
- Pension salary exchange
- Social activities – from a Christmas party to activity days
- Legal access scheme
- Life assurance cover
- Westfield Health medical insurance scheme

## Mission statement and key aims:

***We're here for two simple reasons. To support businesses to be better today while helping create the economic conditions to enable the future success of our region.***

Aberdeen & Grampian Chamber of Commerce **exists to** create connections **so that** the economy of the north-east can prosper. We provide:

**Research** to *connect* businesses with the answers to their problems

**Trade documentation** to seamlessly *connect* goods to market

**Bulletins** to *connect* our members with their audiences and news they need to know

**Events** to *connect like-minded people* to do business

**Training** to *connect* our business community with the skills they need to thrive

**Lobbying** to *connect* business with the decision makers who matter

## Our Values:

- We are **proactive** in seeking the views of key stakeholders and acting as a strong collective voice for business
- We are **visible** and high profile in the business community
- We are regarded as thought leaders but with a reputation for **doing** rather than just talking
- We are fully engaged in **shaping and influencing** the key regional economic development and diversification agendas
- We seek to **stimulate business**, solve problems and open doors through collaboration with partners in mutually beneficial activities
- We aim to introduce **pace** by cutting through red tape and inertia
- We act as a **critical friend**
- We have our **members** at the heart of everything we do; creating a powerful and cohesive force, enabling us to achieve together what we could not individually



## Our Culture:

- We aim to be an organisation that the **best people** aspire to work for, operating in an **inclusive, open** and transparent way with a culture of **continuous improvement**.
- We aim to provide the **working environment** and equipment that enables staff to enjoy and excel in their roles
- We are committed to the **personal development** of our people
- We operate a '**one team**' ethos; working cross functionally to deliver our goals
- We are **focused** on the things that matter
- We operate as an **extension to our members' teams**
- We promote **innovative** and **creative** behaviours while remaining fanatical about the **detail**
- We work **hard**, have **fun** and **celebrate success**
- We think and act like **winners**