



**Information Pack for
Corporate Relationship Manager**



A Letter from the Chief Executive

Dear Candidate,

I am delighted to welcome you to consider what is, in my view, one of the most significant roles in the charity sector today: the **Corporate Relationship Manager** at Building Heroes.

We are at a powerful moment of expansion and evolution. Our mission—to help those who have served our nation find meaningful, skilled employment in the construction industry—remains steadfast. In the past year alone, we've achieved a remarkable **£1 million** income, which is a testament to the faith our corporate partners have placed in us. This new role is **truly mission-critical** for ensuring that faith translates into sustained impact.

From day one, you will bring a blend of **philanthropic passion, sense of duty**, and an unyielding commitment to excellence. You will become the primary steward of our corporate partnerships—championing partner visibility, coordinating high-impact corporate volunteering initiatives, industry focused site visits with our learner community, certificate ceremonies, and recognition events that resonate deeply with our values.

Your stewardship will not simply deliver what is expected; it will exceed expectation. You will craft personalised impact reporting that goes beyond metrics—sharing the stories of transformation, the quieter moments of gratitude, the career sparks ignited in our learners' eyes. You will ensure every partner understands that their support is creating life-changing outcomes.

This role commands professionalism, strategic finesse, and unwavering integrity. You will lead and inspire the Corporate Partnerships Assistant, ensuring our delivery is supportive and seamless and our communications are second to none. In collaboration with programme, marketing, events, and finance teams, you will ensure our expansion is coordinated, compelling, and mission-driven.

At Building Heroes, we have always operated with **values at our core**—Collaboration, Excellence, Respect, Commitment, Equality, Diversity & Inclusion. We are unwavering in our ambition: to be the most impactful charity in the UK transforming the lives of veterans, service leavers, reservists, and their families through construction career pathways.

If you bring a heart committed to service, a head primed for strategic relationship-building, and the drive to deliver to the highest standard—I welcome you to step forward and join us in forging futures.

With warmest regards,

Christopher Charles
Chief Executive



About Building Heroes Education Foundation

Our Story

Established in **2014**, Building Heroes has steadily become a leading **Tri-Service Military to Construction Charity**—offering a clear **three-stage journey**: *Recruit. Reskill. Redeploy.*

We provide fully funded, intensive five-week courses—covering trades like brickwork, plastering, carpentry, painting & decorating—leading to nationally recognised qualifications, CSCS cards, and employment pathways.

Since inception, we've grown from a single centre to a network of **10 training facilities** across England and Wales—and have supported almost **4000 graduates** at the end of this year.

Our Mission

We unite *Armed Forces leavers, education providers, and the construction industry* to deliver time- and cost-barrier-free training and welfare support—a gateway to new careers and futures.

Our Impact

- **99 %** completion rate for trainees
- **48 %** move into employment, self-employment, or further training post-course
- **Social value** generated: up to **£21,000 per graduate**, against a delivery cost of only **£1,300** per learner

Our Recognition

Proud recipients of the **Queen's Award for Enterprise – Promoting Opportunity**, honoured for delivering meaningful social impact.

Our Values

Collaboration, Excellence, Respect, Commitment, and Equality, Diversity & Inclusion—these tenets guide every facet of our work.

Our Aims & Objectives

Our strategic aims include:

- **Transforming Lives:** Empowering former service members and their families with tangible trade skills, confidence, and meaningful employment pathways.
 - **Cultivating Strategic Partnerships:** Building impactful, values-aligned relationships that underpin our training delivery and growth ambitions.
 - **Scaling National Reach:** Expanding our academy footprint and deepening regional impact through scalable programmes.
 - **Elevating Social Impact:** Leveraging evidence, stories, and recognition to demonstrate ROI and inspire continued investment.
 - **Embedding Excellence:** Upholding rigorous standards in operations, stewardship, cross-functional coordination, and leadership development.
-



Operational Model & Key Activities

Training Academies

Across England, our **10 academies** deliver intensive skill-building programmes that blend vocational instruction with welfare support and employability coaching.

Employment & Welfare Support

Our programmes equip learners for employment, self-employment, and further training—through employer introductions, in-course welfare guidance, and tailored employment advice.

Partnership & Programme Integration

Corporate partners engage through:

- Branded site-based visibility and events
- Volunteering and site visits
- Sponsorship of skill-building courses
- Employment opportunities and work placements
- End-of-course ceremonies and recognition events

CRM Stewardship

Precise data management ensures delivery of sponsorship benefits, structured communication, and strategic engagement plans.

Event Leadership

From volunteering days and site tours to graduation ceremonies—each event is planned and executed with professional rigour, branding fidelity, and engaging logistics.

Impact Reporting

We deliver bespoke partner reports that spotlight outcomes, return on investment, and compelling success stories—across digital, print, and in-person channels.

Team Collaboration & Leadership

You will work closely with programme, marketing, events, and finance teams—and lead the Corporate Partnerships Assistant, nurturing their development and ensuring high-quality delivery.

Why This Role Matters

As we broaden our reach and ambition, the **Corporate Relationship Manager** stands at the nexus of mission and delivery. You will be the guardian of our corporate legacy—fostering partnerships with care, delivering excellence at every touchpoint, and elevating the profile and impact of our life-changing work.

Your role will:

- Sustain and deepen partner commitment
- Ensure flawless delivery of all sponsorship entitlements
- Elevate the donor experience through engaging stewardship and storytelling
- Support growth through renewal initiatives and strategic partnership expansion
- Amplify our capacity by coaching your direct report and driving operational excellence



Final Summary

Building Heroes offers an extraordinary opportunity: to combine **philanthropic purpose**, **strategic partnership**, and **operational leadership** into a role that truly transforms lives. The **Corporate Relationship Manager** will shape our partner experience, enhance impact delivery, and help secure our future as the UK's most impactful charity for veterans transitioning into construction.

We recognise that considering a new role is an important decision, and we welcome the opportunity to discuss it with you in more detail. Should you wish to explore your suitability and interest further, we would be delighted to hear from you.

In the first instance, potential candidates are warmly invited to contact our Chief Executive, Chris Charles, for an informal and confidential conversation about the role and our organisation.

To arrange a call, please email: chrisc@buildingheroes.org.uk

We look forward to the possibility of welcoming you into our mission and working together to change lives.



Job Description

Job Title: Corporate Relationship Manager

Location: Hybrid (HQ in Crawley + nationwide travel)

Reports to: Deputy Chief Executive

Line Management: Corporate Partnerships Assistant

Salary Range: £30,000 - £33,000

Contract: Full-time 37.5 hours

About Building Heroes Education Foundation

Building Heroes is a national charity that supports military service leavers, veterans, reservists, and their families in building successful careers in the construction industry. Operating 10 academies across the UK, the Foundation recorded a total income of **£826,960** in the year ending 31 July 2025. We rely on the enduring commitment of our corporate partners to drive impact.

Job Purpose

The **Corporate Relationship Manager** will expertly manage and nurture relationships with existing corporate sponsors and donors. This role ensures delivery of sponsorship commitments, high-quality stewardship, and impactful corporate events—supporting partner satisfaction, retention, and ongoing alignment with Building Heroes’ mission.

Key Responsibilities

Account Management & Stewardship

- Act as the lead account manager for assigned corporate partners, ensuring consistent, high-quality communications.
- Oversee the fulfilment of partnership agreements, including brand visibility, employee engagement, and volunteering.
- Maintain accurate records, schedules, and engagement plans in the CRM system.

Event Management & Organisation

- Plan and deliver partner-focused events: site visits, volunteering days, certificate ceremonies, and donor recognition.
- Coordinate logistics—venue, branding, guest lists, catering, presentations—with support from the Corporate Partnerships Assistant.
- Post-event, handle partner communications, feedback, and reporting.

Impact Reporting & Recognition

- Produce personalised reports summarising outcomes, ROI, and stories of impact.
- Identify and execute public recognition opportunities via digital, print, and in-person channels.



Cross-Functional Collaboration

- Work closely with programme, marketing, events, and finance teams to align partnership activities with broader initiatives.
- Ensure clear internal communication of partner expectations and delivery timelines.

Team Leadership

- Lead and mentor the Corporate Partnerships Assistant, delegating administrative and event support tasks effectively.
- Oversee coordination, reporting, and preparation activities to ensure seamless execution.

Strategic & Renewal Support

- Support the Deputy Chief Executive in renewal discussions and exploring value-add options within existing partnerships.
- Help refine partnership engagement strategies, materials, and event offerings.

Person Specification

Essential

Experience in account/fundraising/client management

Proven event planning and delivery skills

Excellent written & verbal communication

Strong project/organisation skills with attention to detail

Confident with CRM tools and reporting systems

Desirable

Experience in charity, CSR, or construction sectors

Knowledge of sponsorship frameworks/social impact reporting

Experience mentoring or managing junior staff

Key Attributes

- Personable, relationship-driven, and professional
- Proactive, reliable, and solution-oriented
- Creative and meticulous in event delivery
- Passionate about social impact and our mission
- Empathetic, team-player, and values-led

Why Building Heroes?

1. Join a dynamic, growing charity recognised by the Queen's Award for Promoting Opportunity
2. Lead nationally-scaled fundraising and supporter campaigns that directly enable veterans to train and gain employment in construction
3. Work with a collaborative leadership team driving impact across UK training centres and employer networks