



We are It's in Nottingham –

Our passion for NOTTINGHAM and commitment to support and promote our members will drive ECONOMIC GROWTH – creating a THRIVING city centre which is a destination of choice for visitors. We BUILD TRUST and INSPIRE PRIDE in our city centre, its businesses and its people, to create a more welcoming, SAFER, HEALTHIER and GREENER place to live, study, work and play.

Job title:	Business Relationship Manager
Reporting to:	Head of Operations and Business Crime
Salary and benefits:	£31,028 per annum. Westfield healthcare, paid voluntary charity days, extra holidays relevant to length of service, your birthday off. Employee health and wellness activities. Cycle to work scheme. Flexible working hours
Working hours:	40 hours per week. This role is based in Nottingham city centre on a full-time basis, with flexibility on working hours over 7 days to cover events and activities. This role is subject to a 6-month probationary period
Working conditions:	This role involves frequent outdoor work in all weather conditions and lone working. A moderate level of physical fitness is required to make daily visits to businesses for face-to-face meetings at their venues across Nottingham city centre

About us:

It's in Nottingham – we are an independent, not-for-profit organisation, run on behalf of our city centre business members. Working with our members, and often with our partners Nottingham City Council and Visit Nottinghamshire, we've the exciting job of promoting Nottingham city centre as a destination for locals and visitors of all ages to enjoy.

Our mission: to create a thriving, safe, clean and vibrant city centre where people can have an amazing time shopping, eating and drinking, visiting attractions, working and studying – a city centre which they feel inspired to visit, study, live and play.

About you:

We're looking for a confident, charismatic, and well-presented individual who can organise their own workload with minimal supervision, and work to deadlines. With multiple projects running at the same time, adaptability and time management skills are essential.

You will be required to build relationships with businesses, partners and the wider team so must be able to communicate effectively, share information clearly, seek and receive feedback, and be people-focused. Driven and hardworking, with a can-do attitude, you will be the public face of the organisation and represent the It's in Nottingham brand at all times.

We're a small, tight-knit team where everyone has a role to play in our success, so strong team working, collaboration and interpersonal skills are a must – as is the ability to roll up your sleeves to get things done, whilst acting with professionalism and integrity at all times.

Job role:

The Business Relationship Manager role is focused on building trust, facilitating clear communication, and ensuring alignment between business needs and service delivery. They act as the primary liaison between internal teams, businesses and partner organisations to translate business needs into actionable plans and to strengthen and manage strategic relationships. They provide guidance, support, and advocacy to drive mutual success and continuous improvement - whilst also nurturing a positive team culture which reflects the organisation's values and strategic priorities.

The Business Relationship Manager oversees engagement across internal teams, supporting office management functions, coordinating team building activities, developing training provision and actively contributing to recruitment and onboarding to help build a skilled and motivated workforce.

The Business Relationship Manager works closely with operational team members to prioritise tasks, allocate resources, and address challenges that arise, ensuring that commitments are delivered on time and in line with service-level objectives.

The Business Relationship Manager takes oversight of quality standards; conducting regular reviews, monitoring performance, giving feedback and implementing corrective actions to help strengthen the organisation's reputation for reliability and excellence. They also ensure organisational compliance with health, safety, regulatory, and contractual requirements.

The Business Relationship Manager is the organisational lead for our HubSpot CRM, taking ownership of system configuration, user adoption, data quality, reporting, and alignment with business objectives to support effective target setting and performance tracking.

Essential requirements:

- Proven experience in business, stakeholder, or partner relationship management, with a strong people-focused approach
- Demonstrable experience of managing, coordinating, or leading people, projects, or operational activities to develop team culture
- Excellent interpersonal and communication skills, with the ability to influence and build trust
- Strong organisation and time-management skills, able to manage multiple priorities and meet deadlines with minimal supervision
- Confident decision-maker with a problem-solving mindset and the ability to handle issues professionally
- Experience working in a fast-paced environment, representing an organisation or brand positively
- Competent use of CRM systems to manage data and reporting

Desirable requirements:

- Experience working within a city centre, business improvement district, membership organisation, or not-for-profit environment
- Previous responsibility for training, mentoring, or developing staff or volunteers
- Experience using HubSpot CRM for stakeholder engagement and performance tracking
- Knowledge of health & safety, compliance, or service-level standards within an operational setting
- Experience of managing projects

It's in Nottingham – we are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Applications are to be submitted in the form of a covering letter and a resume (maximum 1000 words) that demonstrates your suitability and experience against the key responsibilities.

For an informal discussion about the role, or to apply, please email Richard Lane, Head of Operations and Business Crime – richard.lane@itsinnottingham.com

Closing date for applications: 11:59pm Wednesday 4 February 2026.

Please note we may decide to bring forward the closing date due to high demand.