

RELATIONSHIPS LEAD

JOB DESCRIPTION



Social Enterprise of the Year 2019
The Evening Standard

Cracked It is the Evening Standard's Social Enterprise of the Year.

We combine business and tech to support young ex-offenders away from crime and towards employment.

Our mission is radical: to train some of the most vulnerable young Londoners to staff our roving smartphone repair shops within the biggest corporates in town - including the US Embassy, Barclays global headquarters and River Island.

The Evening Standard has listed us as one of "London's best iPhone fixers", and our work has been featured in The Guardian, BBC, Forbes, Daily Mail, VICE, Time Out and more.

We're on the hunt for a Relationships Lead – Cracked It's resident partnerships and customer service supremo.

You'll have a big hand in looking after our partnerships with the big workplaces that host our clinics, and will lead the customer charm offensive at our clinics themselves. No repair experience required!

You'll make our small team wonder how we ever managed without you.

KEY INFO



Salary

£22,000 - £27,000
pro rata (experience-dependent)



Hours

Full-time
(40 hours per week)
Weekdays with the occasional weekend.



Location

Our HQ by Canary Wharf. You'll work there and across London.



Contract length

1 year fixed term
(3 month probation)
We'd hope to extend.



Leave

25 days holiday
(+ 8 bank holidays)
+ your birthday off!

YOUR RESPONSIBILITIES AS RELATIONSHIPS LEAD



CO-ORDINATE OUR FLAGSHIP REPAIR CLINICS

You'll be arranging our pop-up repair clinics at corporate workplaces we've got partnerships with. These include the US Embassy, Ministry of Justice and River Island. Think event-organising - but with a twist.



LOOK AFTER OUR CORPORATE FRIENDS

You'll help to keep the corporates that host our repair clinics engaged with our award-winning work. You will be their go-to person when they need support from us. You'll do the professional equivalent of making sure our corporate partners' wine glasses are always topped up.



CHARM THE PANTS OFF OUR CUSTOMERS

...Not literally. But you'll be our charmer-in-chief at our repair clinics, guiding our customers through them with efficiency, warmth and delight. You'll be a shining example of customer service to our ex-offender trainees. You won't need to repair - our Master Technician and young techs have that covered.



MANAGE CUSTOMER QUERIES FROM HQ

In addition to front-of-house at our repair clinics, you'll pour your heart into making sure our customers get jargon-free repair support from our tech specialists.



TEST OUT SOME BOLD MARKETING TACTICS

You'll let your imagination run wild to try out new promo stunts, making our repair service irresistible to those clumsy potential customers who need their broken tech fixed.

As seen in:



RELATIONSHIPS LEAD

JOB DESCRIPTION



Social Enterprise of the Year 2019
The Evening Standard

WHAT WE'RE AFTER FROM YOU



YOU'RE A PEOPLE-LOVER

You're a natural when it comes to reading people, understanding what makes them tick, and responding accordingly. You've worked or volunteered in a people-facing role before.



YOU'RE A FULL-TIME SOLUTION-FINDER

You can re-purpose old knowledge to fix new problems. Your blood boils when your great ideas have to get rubber-stamped by five departments before they're put into action (none of that at Cracked It). You don't cover up your mistakes. Instead, you help yourself and others to learn from them.



YOU CAN SPIN A LOT OF PLATES AT ONCE

You're so organised that you can manage simultaneous demands from our customers and partners without losing your cool, losing sight of your goals, nor losing your magic touch. Any event-organising experience you have would be great evidence of this.



YOU FEEL CONFIDENT RUBBING SHOULDERS WITH THE BIG DOGS

As a small start-up, we punch above our weight by partnering with multinational corporates. You'll be able to speak their language - and may even have experience working with (or in) corporates before.



YOU CARE ENOUGH TO GET STUCK RIGHT IN

You're invested in our social mission to support ex-offenders. You're not precious about rolling up your sleeves to get the job done, whatever it might be.



YOU'RE HOT ON DEADLINES

You hate lateness. So do we.

EXTRAS



Your birthday off!

You'll get an extra day off on your birthday. Enjoy!



Special event invites

Join us at networking events to create opps for your development.



Have a real say

Your voice will have a big bearing on the direction we grow in.



Change lives

Make a difference to young people's lives by doing what you do best!

APPLY HERE USING OUR FORM: [HTTPS://WWW.CRACKEDIT.ORG/JOBS](https://www.crackedit.org/jobs)

Deadline: Applications will be considered until **12 noon on Monday 27th January 2020**

Assessment day: One of **Monday 3rd February 2020 or Tuesday 4th February 2020**

Start date: **Monday 9th March 2020** (with the potential for sooner)

Any questions? We're happy to help. Email us at hello@crackedit.org

Appointment is subject to an enhanced Disclosure and Barring Service check and two references.

As seen in:

