



Role: Relationship Manager

Full-time

Competitive salary. The exact offer will depend on the candidate's experience.

Job headline

Responsible for the relationships and delivery of our in person sports bra education and fitting service.

What we offer

- A fast-paced, reactive job at one of the UK's most exciting women's sportswear start-ups.
- A rare chance to be part of the founding team, where good ideas and strategies are implemented quickly.
- Work with a dynamic social bunch, with access to the world-best performance sports bras!
- Huge purpose... be part of helping more women and girls engage in sport and exercise and feel confident about their bodies.
- Generous bonus structure and benefits.

Who we are

- PeBe offers a new era of sports bra to suit different stages of life and body type.
- We enable women to move with freedom and confidence. So they feel bold and brave and inspired to realise their capabilities.
- We are here for all women who want the ultimate support and comfort when exercising.
- We create 'OMG' moments when women finally feel what a brilliant sports bra can do for them.
- PeBe is there for *your* personal best.

Who we are looking for

A candidate to join our small but mighty team at PeBe, leading the delivery of our B2B business.

The ideal candidate will be someone who has the following competencies:

- Is bold and brave themselves. Someone who will embody our values and help build our brand and ethos.
- Is a self-starter, with a strong professional work ethic, who takes care and pride in their work.
- Has an appreciation for the process but is capable of "figuring it out". We like people that come to us with solutions rather than problems.
- Is energised and confident in co-ordinating with lots of stakeholders.
- Is happy collaborating closely with team members at all levels and can work independently when needed.

Essential skills for this role

- Excellent communication skills and attention to detail
- Confident speaker and comfortable to present to large audiences
- Outstanding plate spinning skills
- Brilliant problem solver who can get creative where needed
- Ability to build strong relationships and a dedicated approach to customer happiness
- Budget management skills and proficiency

Role responsibilities

In short, you will be responsible for co-ordinating the end-to-end delivery of PeBe's B2B in person service. This responsibilities under this role will broadly be broken down into:

- **Relationship Management:** You work closely with the Business Development Lead, taking ownership of key relationships with our partners and ensuring we never lose a partnership, and that the key contact is a happy customer.
- **Logistics:** Agree end to end logistics for in person fit events, within budgets and in line with our operations playbook. This includes liaising with key contacts to provide information on how the days will run, issuing tailored communications, securing resource for the fittings, providing key stats post-visit, processing all orders post-event; and updating key tracking information for the company to support with overall impact stats.
- **Running Fits Events:** You will be responsible to running (in person) the majority of the fit events during the year, which will require travel. You'll need to be a confident speaker, as you'll be trained to present the educational content.
- **People management:** As the portfolio grows, we expect to hire an account manager later this year to support you on managing the number of B2B relationships. You will be responsible for managing this colleague. You will also need to manage the support staff on the day at fit events.
- **Support in the role:** We are a small tight-knit team, so you will be supported by both founders on relationship management (above), and by the team's Operations Admin in booking the travel and accommodation for events, issuing invoices, paying invoices and placing orders with the warehouse.
- **Training:** You will be trained in bra fittings, and the data we present on female health and breast biomechanics. We will ensure you shadow on several events before you are asked to run an event without one of the co-founders present.
- **Reporting:** Update co-founders on key operational KPIs and red flags on a weekly basis.

Working arrangements

- This is a dynamic remote working role.
- You will be running events during peak seasons (Sep-Nov, Jan-May), which may require nights away from home (depending on location).
- Have your own car. You may need to drive to events, you'll be reimbursed for mileage.
- Most of your time will be remote, with the expectation that you can make it to London once a week for our in-person team days (except for weeks when you're away at events).
- We expect the time commitment for this role to be around 40 hours per week.

Benefits of working at PeBe:

- Join our close-knit team of high performing, passionate people.
- Be part of a company where health and wellness is nurtured and encouraged.
- Opportunity for fast growth.
- Flexible exercise policy.
- Pension scheme.
- Generous bonus opportunity.

- 28 days holiday per year (including bank holidays). We expect you to take these days, it's important to take a break and maintain a healthy home life outside of work!
- 2 bonus recharge days per year (these can be taken as half days). Just give us 48 hours' notice that you need a bit of time off to do what you need.
- Your birthday off!
- Flexible additional unpaid leave policy to encourage adventure in your life.
- We're a flexi working team, so long as you can make our core online hours and deliver on key milestones.
- Two weeks work from anywhere (including abroad).
- Maternity leave policy available.
- Gym membership.
- 2 PeBe sports bras per year + 15% discount to offer your friends and family.
- Generous allowance for food when you're on the go for us, we want you to be well nourished!

