**INTERNAL only vacancy:**

This vacancy is only available to employees of L&Q and its subsidiaries. Any applications received from external candidates will not be progressed.

If anything in regards to your sensitive information has changed, please ensure you update this on your iPal account. This supports us in monitoring and improving our diversity and representation across the business.

**Title: Relationship Manager  
Contract Type: Permanent, full time – 35 hours   
Salary: Starting from £55,270 - £61,000** (London weighted salary) dependant on experience

**Grade: 10**

**Reporting Office: London, Stratford  
Persona: Agile (1-2 days office attendance required)**Working Pattern: Monday to Friday

**Closing Date: 29th August 2025**

[**Relationship Manager Role Profile.docx**](https://lqgroup.engageats.co.uk/ViewAttachment.aspx?enc=jmxpV+AcVus8i/wvT3FZXrrCOvCUGNWd9uca/tGZrAI3dMyH7+aRsXJPdz+CdVHAs3mr/9VsOUZFd9u+OVESqi4sI7/mpnL2BTRmGeZVzgfLRnZtCdh9F19xOLRZtzD9)

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[**Benefits**](https://www.lqgroup.org.uk/working-at-landq/why-work-for-landq/benefits)**include:**  **Excellent pension plan (up to 6% double contribution), 28 days Annual Leave rising to 31 days with length of service + Bank Holidays, Westfield Health Cash Plan, non-contributory life assurance, up to 21 hours volunteering paid days, lifestyle benefits, Employee Assistance Programme and** [**many more**](https://www.lqgroup.org.uk/working-at-landq/why-work-for-landq/benefits)…

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**\*\*Early applications are encouraged as we reserve the right to close the advertisement and interview earlier than stated**

**​**

**Join our B2B Hub Team at L&Q**

We’re looking for a confident and strategic **Relationship Manager** to lead our partnership with Metra Living. You’ll oversee contract performance, drive service excellence, and act as the primary point of escalation.

Reporting to the Head of Managing Agent Relationships, you’ll work closely with Contact Handlers, Case Managers, and operational teams to ensure seamless service delivery and client satisfaction.

**If this sounds like you, we would love for you to apply!**

**Your impact in the role - Main Duties:**

* Lead client communications and strategic reviews
* Monitor SLA performance and reporting
* Resolve escalations and recurring issues
* Drive service improvements and compliance
* Enable frontline teams with systems and training
* Oversee contract adherence and risk management

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**Key Relationships**:

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·       Metra Living senior stakeholders

·       Internal teams across the B2B Hub and L&Q

**How You’ll Help Achieve Departmental Goals:**

·       Deliver consistent, high-quality service

·       Strengthen client trust and satisfaction

·       Improve operational efficiency and accountability

**What you'll bring**

**Essential:**

·       Senior experience in contract/account management

·       Strong analytical, reporting, and communication skills

·       Knowledge of leaseholder responsibilities and SLA management

·       Leadership and stakeholder engagement skills

·       TPI qualified to ATPI or working towards

·       Understanding of Building and Fire Safety legislation

**Desirable:**

·       Experience aligning departmental goals with organisational strategy

·       Risk and compliance management in housing

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We look forward to reviewing your application and hearing about the genuine experiences and skills you could bring to our organisation. L&Q reserve the right to not accept statements that exceed 500 words.

If you are interested in this role and have the experience required, then apply without delay!

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**About L&Q:**

We’re one of the UK’s leading housing associations and developers. We were founded on a simple belief: high quality housing is vital for people’s health, happiness and security. Everyone deserves a quality home that gives them the chance to live a better life.

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250,000 people call our properties ‘home’, and we’re proud to serve diverse communities across London, the South-East and North-West of England.

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At L&Q, people are at the heart of our business and our success depends on employing the best people and getting the best from them. The foundation of everything that we are is built on our corporate [**values and behavioural framework**](https://www.lqgroup.org.uk/-/media/files/careers/behavioural-framework.pdf), which outlines our core expectations and should be demonstrated at all times, and all levels, when representing L&Q.

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L&Q strongly believe a diverse and inclusive workforce is important, and inclusion is part of our core values and everyday working practices. We make hiring decisions based on your experiences, skills and merits and we are recognised externally for our commitment to inclusion.  We are a Stonewall Diversity Champion, a Disability Confident (Committed) employer and have signed the Time to Change Employer Pledge to demonstrate our commitment to end mental health discrimination in the workplace.  Click [here](https://www.lqgroup.org.uk/about-landq/our-vision-and-values/ethics-and-diversity) to read more. ​

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If you require any reasonable adjustments at any stage during this process, including application stage, please email [lqcareers@lqgroup.org.uk](mailto:lqcareers@lqgroup.org.uk)

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At L&Q, sustainability is at the heart of what we do. We recognise the responsibility we hold as one of the UK’s largest housing associations.

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Click [here](https://www.lqgroup.org.uk/working-at-landq/why-work-for-landq) to find out more about L&Q and why you should join us!

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#TJ