



Relationship
Works

Values-based leadership to deliver growth

Executive Director Recruitment

part of the **TLC** group



Relationship Works

At Relationship Works, we believe strong relationships change lives. We support individuals, couples and families to build healthier, happier relationships and better emotional wellbeing – strengthening communities in the process.

We're proud to be part of the **TLC Group**, leading the way in creating safe, healthy and happy relationships for everyone.

Relationship Works is a growing relationship counselling organisation with a clear purpose and big ambitions. We're focused on doing three things brilliantly: delivering excellent services, widening access to support, and building an organisation that is financially strong, values-led and fit for the future.

We're now entering an exciting next chapter. From our Bristol and Bath bases, we're growing our reach and taking our model into cities across the UK. To lead us through this phase of growth and change, we're looking for an **Executive Director** who is as comfortable with people and purpose as they are with plans, systems and delivery.

If you're someone who loves building organisations that make a real difference – and you're motivated by both impact *and* sustainability – we'd love to hear from you.

As Executive Director, you'll be the driving force behind Relationship Works. You'll lead strategy, operations and clinical oversight, ensuring the organisation is well-run, financially sustainable and deeply rooted in its values.



Safe, Authentic, Person-Centred

What We're Working Towards

You'll help Relationship Works to achieve the following goals:

- Build a resilient, financially and organisationally sustainable organisation
- Establish Relationship Works as the trusted, go-to provider of relationship counselling in our communities
- Grow delivery to increase the number of counselling sessions provided achieving year on year growth

These aren't just numbers — they represent thousands more people supported at moments that really matter.

Your Mission

As Executive Director, you will:

- Lead the organisation with clarity, compassion and ambition
- Champion safe, ethical and high-quality clinical practice
- Grow our profile, partnerships and influence across the sector
- Use insight and data to understand impact, improve performance and strengthen the client journey
- Control costs prudently against budget
- Design services that work better for clients and convert more enquiries into meaningful support
- Simplify systems and reduce administrative cost per session, freeing up resource for frontline work
- Build counselling capacity so we can meet growing demand without compromising quality



Role Profile

Title: Executive Director

Accountable to: The Group Commercial Director

As Executive Director, you'll be the driving force behind Relationship Works. You'll lead operations and clinical oversight, ensuring the charity is well-run, financially sustainable and deeply rooted in its values.

This is a senior leadership role with real scope: shaping services, growing impact, supporting brilliant people, and making sure our work reaches those who need it most.

The Role

What You'll Focus On:

- Leading delivery of the organisation's strategy and growth plans
- Championing safe, ethical and high-quality clinical practice
- Raising the profile of Relationship Works through partnerships and networks
- Using data and insight to improve performance and the client journey
- Improving service design and conversion from enquiry to ongoing support
- Reducing administrative cost per client session through smarter systems
- Growing counselling capacity to meet increasing demand

What You'll Be Doing:

Leading People & Culture

- Set the tone: inclusive, values-led and supportive, while encouraging accountability and high standards
- Build a culture where people feel trusted, developed and proud of their work
- Be a visible, credible leader internally and an advocate for the organisation externally

Strategy, Operations & Governance

- Help develop future strategy
- Hold overall responsibility for delivery and day-to-day operations
- Turn ambition into practical, achievable plans
- Ensure strong governance, risk management and operational oversight

Income, Finance & Growth

- Use financial acumen, and understanding of the mission to thrive in a climate of pressured financial resource
- Support the Group Directors in financial planning, reporting and long-term sustainability
- Help shape and deliver marketing activity to grow income and win business

Clinical Leadership

- Ensure TLC Group safeguarding policies and processes are followed and continuously improve high standards of clinical practice
- Ensure robust clinical supervision, quality assurance and professional compliance

Counsellor Workforce

- Line manage counsellors and support their wellbeing, development and progression
- Explore employment models that optimise efficiency and colleague retention
- Monitor capacity and performance to plan for future growth
- Lead recruitment to build a diverse, skilled and sustainable workforce



The Offer

Full Time: 37 Hours per week

Salary: £40,504 to £47,957

Location: We offer hybrid working with the option of spending some time working from a TLC Group office (various locations across England).

Client Experience & Service

- Ensure a warm, efficient and well-managed client journey from first contact to completion
- Lead administrative teams to improve systems, processes and client experience
- Use feedback and insight to improve access, engagement and conversion

Person Specification

You Will Bring:

- Energy, resilience and a genuine appetite for change
- Sound judgement, including commercial judgement
- A people-first leadership style that develops and motivates others
- Clear, compassionate and confident communication
- Strong problem-solving skills and adaptability
- Excellent organisation and prioritisation
- Warmth, empathy and emotional intelligence
- High ethical standards and a strong commitment to inclusion
- A deep alignment with the values and purpose of Relationship Works



How to Apply

Head to talklistenchange.org.uk/jobs for our application form.

Please send an email containing your application with your name and **“Executive Director, Relationship Works”** as the subject to: recruitment@talklistenchange.org.uk

We expect interviews to take place in Bristol, 20 and 23 March 2026

Application Deadline: 13 March 2026

Get in touch!

For an informal chat about the role, contact our Group Collaboration Director,
Maxine Sharman
maxinesharman@talklistenchange.org.uk

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