JOBS TITLE: CLIENT DIRECTOR

REPORTS TO: DIRECTOR OF CUSTOM PROGRAMMES

Background

Executive Education is a major activity at Cambridge Judge Business School (CJBS) operated through JBS Executive Education Limited (JBSEEL), a subsidiary company of the University of Cambridge. Its activities comprise a portfolio of open programmes, a substantial suite of custom programmes, and a growing number of deep engagements with clients, where the mode will shift from "education" to collaborative problem solving that not only creates value for the client but also helps generate research questions, data, and publications for the Business School.

The role

The Client Director will expand our executive education presence and develop our portfolio of custom programmes and corporate alliances. The role focuses on identifying new market opportunities and clients, developing and presenting proposals to prospective clients, closing sales and maintaining financial and relational oversight of won business, identifying and developing opportunities for strategic partnerships.

The role holder will work with the Director of Custom Programmes and colleagues in Executive Education and Cambridge Judge Business School to expand our portfolio of custom programmes in line with the strategic plan for the business. The role holder will work closely with clients, faculty and other stakeholders to provide customised learning solutions. They will develop new relationships with a wide range of senior executives in private and public sector organisations. to initiate, foster and solidify relationships and develop opportunities for long-term partnerships in conjunction with the Business School and other University faculty.

Main responsibilities

Sales

- Identify potential clients and markets, evaluate business development opportunities to increase the scale, financial value and number of bespoke programmes and strategic partnerships.
- Identify and pursue opportunities for cross selling from the portfolio of Executive Education services and Cambridge Judge programmes to clients.
- Actively pursue opportunities for sales and, following organisational priorities and processes, ensure they are successfully closed in a timely and efficient manner.
• Work to develop new partnerships and engage clients through proactive outreach to convert opportunities and to promote and communicate Cambridge Judge's strengths and capabilities.

• Develop long-term relationships with clients leading to the creation of bespoke programmes and strategic projects through visits, meetings and presentations and responses to proposals.

• Act as the point of contact for new clients, taking overall responsibility for managing the transition from engagement to sale to long-term relationship.

• Maintain high level relationships to the point of successful programme delivery, focusing on content quality and excellent customer service.

• Work closely and collaboratively with colleagues, clients and Academic Programme Directors to support the creation of creative and flexible solutions that address client requirements.

• Contribute to the continuous improvement in Executive Education and School rankings.

• Manage and be accountable for a broad client portfolio and ensure that strategic global projects are delivered on time and to budget.

• Develop and produce financial forecasts and account plans for each client and opportunity; ensuring accuracy of forecasting, value for money.

• Follow internal processes for due diligence, sales tracking and reporting.

Implementation of Business Development Strategy

• Work with the Director of Custom Programmes to develop and deliver Cambridge Judge Business School’s Executive Education strategy.

• Proactively identify and establish relationships with suitable partners or sponsors.

• Maintain close working relationships with partners and clients.

Long-term client management

• Work with colleagues (e.g. Client Relationship Managers) in Executive Education to initiate and support a strategy for sustainable long-term client management, aimed at securing continuing and repeat business.

• With colleagues, put in place an effective operational and client focussed transition plan to support the maintenance of long-term client relationship.

Additional responsibilities

• Contribute effectively to Executive Education values and team activities.

• Participate in and contribute to special projects where relevant.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to provide a CV and a covering letter demonstrating how your own experience meets these requirements:

• A degree, preferably with a postgraduate degree, MBA or equivalent experience.
Commitment to continuous personal development.

A background in goal-oriented sales.

Substantial, demonstrable experience of consultative selling including direct experience of working directly with clients, proposal writing and negotiating agreement/contracts and working with business and human resources representatives.

Well-developed and sophisticated understanding of business planning and selling skills; cross cultural sensitivity, ability to respond quickly and flexibly to changing situations.

Exceptional negotiation skills and in-depth experience of customer relationship management.

Excellent writing, presentation, and project management skills.

Ability to demonstrate a sophisticated understanding of the challenges faced at the most senior levels of an organisation and clear evidence of business awareness.

Ability to work under pressure, be decisive during difficult situations/negotiations, and pay attention to detail while still keeping track of larger strategic perspective.

The ability to work across different business disciplines and establish credibility with senior executives, faculty and participants is essential.

A high degree of tact and diplomacy, and sophisticated understanding of business, political and cultural context.

Highly motivated, articulate, flexible, organised. Able to work in a team but comfortable operating autonomously.

Experience of working in executive education would be an advantage.

Availability to travel internationally.

Benefits

The salary will be in the range £60,000-£80,000 per annum, depending on experience.

Bonus: in order to achieve the bonus, JBSEEL’s revenue and profit targets must be met. Up to 10 per cent of salary will be awarded for the achievement of sales in excess of £1.5 million to clients who have not engaged with JBSEEL for the last three years and for sales in excess of £1 million for current clients. Therefore, the minimum indicative total target is £2.5 million.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care,
financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees’ work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

In order to be considered for this role, please send your CV and cover letter, along with a completed CHRIS/6 cover sheet, to Helen Machin, HR Advisor: h.machin@jbs.cam.ac.uk.

The closing date for applications is 11 April 2019.

We anticipate that interviews will be held on Thursday 18 April 2019. Please let us know, either in your application or by telephone, if there are any aids or access requirements that you will need if coming for an interview, such as wheelchair access or a sign language interpreter.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School's HR team who are
responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.