JOB TITLE: CLIENT RELATIONSHIP MANAGER

REPORTS TO: DIRECTOR OF CUSTOM PROGRAMMES

Background

Executive Education is a major activity in Cambridge Judge Business School (CJBS) operated through JBS Executive Education Ltd. (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.

www.jbs.cam.ac.uk/executive-education

The role

The role of the Client Relationship Manager is key in maintaining strong and sustainable client relationships - particularly where important and complex projects are concerned - and supports the sales function by managing several client accounts within the portfolio. The postholder is also the project manager for a client team. The Client Relationship Manager is responsible for the effective planning and delivery of the programmes and for overseeing the management of budgets so that client expectations are fulfilled, and target profit levels are achieved.

The position acts as an important interface between clients, faculty members, external contributors and stakeholders within Executive Education and CBJS, acting as the link between exacting client requirements and relevant colleagues throughout the whole client engagement and pre-delivery process. The post-holder will work collaboratively with colleagues responsible for the delivery of programmes and other projects for Executive Education, building our reputation as a pre-eminent provider of executive development programmes and learning solutions.

Main responsibilities

Client relationship management and retention

- Serve as the main point of contact for several client accounts, providing continuity and acting as the key communication point.
- Build and maintain long-lasting and trusting client relationships.
- Develop trusted advisor relationships with client stakeholders, developing a thorough understanding of the client's context and their needs and requirements, in collaboration with Client Directors and other colleagues.
• Work as part of a team in identifying, clarifying and articulating client needs, including faculty, external contributors and Executive Education colleagues.
• Ensure the timely and successful design, development and delivery of Executive Education solutions according to client needs and objectives.
• Ensure relevant activities and decisions are tracked and updated on systems to ensure integration and communication within the wider programme team and other departments within Executive Education and CJBS.
• Clearly communicate the progress of projects and programme development to internal and external stakeholders.
• Help to develop new business with existing clients and/or identify areas of improvement in line with relevant business objectives and targets.
• Forecast and track client metrics, including programme feedback and financial performance.
• Prepare reports on account status in line with relevant account plans.
• Collaborate with Client Directors and other colleagues to identify and grow relevant opportunities.
• Facilitate challenging client requests, track and manage escalation.
• Ensure the provision of high quality and consistent customer service at all times, including tracking (and acting upon) relevant quantitative and qualitative feedback and impact information.

Budget, contract and financial responsibility

• Work with colleagues to prepare and oversee the management of programme budgets.
• Ensure that budgets and programme logistics are approved with finance and operational colleagues.
• Ensure that relevant client contracts are in place for the work
• Lead the contract renewal process, taking advice from relevant colleagues, including the Contracts Manager as necessary.
• Ensure that programme and delivery team are aware of any specific contractual issues affecting programme/solution delivery.

Contract management and logistical planning

• In line with client expectations, project manage and report on the effective design, build and delivery of client programmes and solutions.
• Work with the relevant programme team and Executive Education colleagues in setting and communicating the logistical planning and delivery of relevant client solutions and programmes.
• Ensure with relevant colleagues that all relevant contracts and commercial aspects are in place with faculty and contributors etc.
• Ensure all relevant aspects of programme delivery are in line with client expectations and agreed guidelines.

Long term client management

• Work with colleagues (e.g. Client Directors) in Executive Education and CJBS to provide a strategy for sustainable long term client management, aimed at securing continuing and repeat business.
• With colleagues, ensure effective operational and client focussed transitions and support points for maintaining and developing long term client relationships

Additionally

• 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:

• Graduate level or equivalent.
• Strong experience of project and client management, delivering client focused solutions.
• Ability to communicate, present and influence key stakeholders within clients at all levels.
• Experience of account and/or project management within a learning solutions or client services environment.
• Demonstrated experience of working in an international context.
• Experience of working with CRM platforms.
• Strong problem solving and negotiation skills, with a clear understanding of client relationship management.
• Analytical approach to problem solving.
• Strong collegial team player, able to work autonomously when required.
• Ability to work under pressure, be decisive during difficult situations and negotiations, and pay attention to detail while keeping track of the larger strategic perspective.
• Contribute to the continuous improvement in Executive Education and CJBS.
• Excellent writing, presentation, and project management skills.
• The ability to work across different business disciplines and establish good rapport and credibility with senior executives, faculty and participants.
• A high degree of tact, diplomacy, and understanding of global political and cultural contexts.
• Cross cultural sensitivity, ability to respond quickly and flexibly to changing situations.
• Ability and flexibility to work outside standard office hours from time to time.
• Some travel may be required.

Benefits

This is a full-time position working 40 hours per week. There will be a six month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays. The salary will be in the range £50,000-£60,000 per annum.
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.

Bonus: In order to achieve the bonus, Executive Education'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 £350,000 to clients who have not engaged with Executive Education for the last three years and for sales in excess of £750,000 for current clients. Therefore, the minimum indicative target is £1.1m. In addition, performance related payments will be determined with reference to achieving agreed KPI's.

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

Candidates are asked to complete the CHRIS/6 cover sheet (parts 1 and 3) available on the website and email it, with a full curriculum vitae and a covering letter explaining their interest in the position and how their experience would help them to fulfil the role, to Helen Machin: h.machin@jbs.cam.ac.uk

The closing date for applications is 9 March 2020.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Applicants who do not hear from us within six weeks of the above date should assume they have not been shortlisted.

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 2013.

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.