

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 by JBS Executive Education Ltd. (JBSEEL), a limited company wholly owned by the University of Cambridge. Its activities include a well-established range of open programmes, a large and growing suite of custom programmes, and 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 to generate research questions, data, and publications for the Business School.

We are entering an exciting new era of growth and development at Executive Education, ushered in by our new CJBS Dean and new Executive Education Director. Our strategy is focused on achieving Cambridge's mission and impact in the world, as well as meeting increasing market demands for scaled, innovative, immersive, and digital learning. We are increasing the scale and size of our clients, innovating in digital learning, growing our capability for the future, and enhancing our operating model and partnerships. We are growing rapidly and significantly in some of the Business School's most important and meaningful areas of research, including Environment, Social and Governance (ESG), Strategy and Competitiveness and Alternative Finance.

To find out more visit the Cambridge Judge Business School Executive Education website:

www.jbs.cam.ac.uk/execed

The role

To support our growth mandate and strengthen the stewardship of our next generation of Custom institutional clients, we are seeking to appoint a Client Relationship Manager (CRM).

The CRM is a vital account management and programme direction role in supporting and maintaining strong and sustainable client relationships - particularly where key and complex projects are concerned - and supports the Sales function by managing client accounts across the portfolio. The postholder is also the programme director within a client team for several custom clients. They are responsible for the effective project management and delivery of the programmes and for overseeing the management of budgets so that client expectations are fulfilled, and target profit levels are achieved. They manage client and team to a robust project plan, manage scope and client expectations, and take ultimate ownership for delivering client programme design and delivery on time, to budget and at high quality.

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.

The postholder will work nationally and internationally to represent the business to existing and potential clients.

Main responsibilities

Client Relationship Management and extension

- Build and maintain long-lasting and trusting client relationships through delivering high quality outputs, high value insight and advice to the client on executive education market trends, learning design advice, phasing and rollout of learning programmes and blended learning technology solutions.
- 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. Leading the customisation of design and tailoring to client requirements. Advising clients on all aspects of design and delivery including the application of diagnostic, design and delivery tools to agreed Executive Education design and project standards.
- Operate and direct client projects to recognised disciplines and project management standards using project plans, risk registers, communications plans, stakeholder management and regular dashboarding. Clearly communicate the progress of projects and programme development to internal and external stakeholders using formal tools such as Microsoft Project.
- Continuously innovating within the client account on behalf of the client, leading on innovative design ideas, infusing diversity, advising on how we can use edtech and technology to delivery innovative participant learning experiences. Work seamlessly across face-to-face (F2F), virtual and digital modalities of learning.
- 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. Manage client and team to a robust weekly plan, providing the client with regular high-quality status updates on programme tracking to plan, resource use, and delivery risk.
- Ensure relevant activities and decisions are tracked to ensure an integration of innovative process within the wider programme team and other departments within Executive Education and CJBS.
- Help to develop new business with existing clients and/or identify areas of improvement in line with relevant business objectives and targets.
- Manage annual account planning process for existing clients to identify opportunities to serve the client more strategically, scale existing relationships and develop other ways to serve clients.
- Forecast and track client metrics, including progress against milestones, outputs and deliverables, 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.
- Serve as the main point of contact client accounts, providing continuity and acting as the key communication point. Facilitate challenging client requests, track and manage escalation.

- Delivering world-class excellence in programme design and delivery. 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.

Project direction, planning and contracting

- Lead team in planning process to direct the establishment of a robust project plan to deliver all phases of the client project: Diagnostic, Design and Delivery.
- In line with client expectations, formally direct the project (with support from a project manager) and report on the effective design, build and delivery of client programmes and solutions.
- Escalate to the portfolio Client Directors any areas of significant risk or programme timeline slippage, proposing mitigations and support measures to resolve.
- 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. Support and coach all members of the client team on client and project management to achieve standard of excellence.
- Stakeholder management of client team, upwards management of Client Directors to report on progress, opportunities and risks.

Budget, contract and financial responsibility

- Direct resource across the team to the agreed client budget. 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 contracts are in place for the work of relevant portfolios and 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.

Formal account management and additional duties

- Work closely with colleagues across teams in Executive Education and CJBS to provide a strategy for sustainable long term client management, aimed at securing continuing and repeat business.
- Take a lead role in writing compelling extension proposals, incorporating design innovation and new ideas for clients.
- With colleagues, ensure effective operational and client focussed transitions and support points for maintaining and developing long term client relationships
- 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. Executive education, professional services, learning and development, digital learning or commercial corporate background is essential.
- Formal project management qualification highly desirable. Strong experience of project and client management, delivering client focused solutions within a learning solutions or client services environment.
- Growth mindset essential, and curiosity and willingness to engage with innovation in learning, including learning new design skills, understanding pedagogy, learning new digital tools, platforms and design templates and engaging with a growing, fun team on innovation which delights clients.
- Significant evidence of building client relationships, managing accounts and extending accounts across multiple relationships, opportunities and needs is required. Ability to achieve £1 million in annual extension sales required.
- Significant experience and comfort in directing a team, directing work and directing a project plan to achieve the highest client standards are essential.
- Evidence of being a natural problem-solver and solution-finder with the ability to build team psychological safety and rapport to achieve growth and change.
- Evidence of effective team leadership, team direction and teamworking across boundaries and cultures, working with colleagues to enable the successful development and implementation of strategic plans. Understanding of a customer-oriented sales environment in a complex and multi-faceted environment.
- Excellent networking skills and an ability to bring these skills to bear in the acquisition of business. Experience of significant relationship-based sales and extensions would be advantageous.
- Ability and enthusiasm to engage and collaborate with teaching and research faculty in the Business School and the wider University.
- Evidence of excellent interpersonal skills and ability to establish rapport and credibility with senior executives, faculty and participants. Able to influence, manage conflict, communicate and work collaboratively with clients and key stakeholders at all levels and across different business disciplines.
- Excellent communication skills, including delivering presentations with impact and persuasive written materials.
- Highly developed analytic skills, and the ability to communicate complex ideas in a clear and comprehensible way to diverse audiences.
- Demonstrable experience of working in an international context.
- Experience of working with customer relationship management (CRM) platforms.
- Strong collegial team player, able to work autonomously when required and under pressure. Able to be decisive during difficult situations and negotiations, whilst maintaining detail and oversight of the larger strategic perspective.
- A high degree of tact, diplomacy, and understanding of global political and cultural contexts.
- Ability and enthusiasm to engage and collaborate with teaching and research faculty in the Business School and the wider University.

- Some national and international travel will be required.

Benefits

This is a full-time position working 40 hours per week. The salary will be in the range of £50,000 - £60,000 per annum. There will be a nine-month probationary period. Holiday entitlement is 33 days per annum plus eight days of public holidays for full-time staff (the holiday year runs from 1 October to 30 September). After successful completion of the probationary period, the post holder will be eligible to participate in the Company's staff incentive plan (Annual Employee Bonus Scheme).

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 and JBS Executive Education Ltd is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to a generous pension scheme as well as numerous discounts on shopping, health care, financial services, public transport, and a tax-efficient bicycle scheme.

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 submit 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, HR Manager: h.machin@jbs.cam.ac.uk

The closing date for applications is Monday 8 August 2022

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.

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, Helen Machin, HR Manager, who is responsible for recruitment to this position, by email at h.machin@jbs.cam.ac.uk. Alternatively, applicants can contact the CJBS HR Team at hr@jbs.cam.ac.uk.