

JOB POST	
Team:	Client Relationships
Job Type:	Permanent Full-time (flexible – Office/Home Working)
Location:	Talking Talent Oxfordshire Office - Wallingford
<p><i>At Talking Talent, we are all about creating an inclusive working environment where people from all backgrounds can succeed. Diversity makes sense for us, for our clients and for our future. We value different perspectives, skills and experiences, and welcome applications from all sections of the community.</i></p>	

Senior Client Relationship Manager - EMEA

The Company

Talking Talent is a leading, rapidly expanding, talent development and coaching consultancy that delivers bespoke solutions to blue-chip clients in the UK / Europe, Asia, and the United States. We specialise in increasing our client's organisational performance by helping them develop inclusive cultures. We have a particular focus on helping our clients retain and develop their female talent.

Talking Talent's global head office is in Oxfordshire in the UK with the majority of our UK clients being based in London. We have regional hubs in APAC (Hong Kong) and the US (New York).

Our clients are from a wide array of sectors and industries, mainly FTSE 250 organisations and include major law firms, financial services businesses, telecommunications, professional services, media, FMCG, etc. We are a dynamic, growing business looking to expand our team. See our website: www.talking-talent.com.

Scope of the Role

Talking Talent is a passionate, enthusiastic, client-centric, quality driven organisation. We place a particularly strong focus on working in partnership with our clients to ensure our work together delivers real impact and lasting results. A key objective of the Senior Client Relationship Manager's role is to drive and nurture the management, development and growth of relationships with our existing clients.

As an experienced client relationship manager, you will have the ability develop consultative relationships at a senior level within your client's organisations. You will be able to identify and lead on new business opportunities through from initial identification through to closure. Networking will be a natural trait and you will have a curious nature, always looking to understand more about your client and your client's organisation. You will have the commercial and business acumen to maximise long-term revenue opportunities and develop your relationship to become a trusted adviser. *You will be innovative, goal driven, detail-orientated. Our team ethos is important to us so you must be willing and adept as rolling your sleeves up when it comes to delivering an outstanding service to our clients.*

Experience within the human resources (HR), learning & development (L&D), leadership development, coaching, professional services or organisational consulting space is highly desirable but not essential.

The role will report to the Client Relationship Director for EMEA. The role will be based from our global head office however the role is flexible and there are opportunities to work remotely where appropriate. Regular travel to visit clients will be required (the majority being UK/London based).

Developing Client Relationships

- Manage multiple accounts - leading senior client relationships for key accounts, supporting others and developing positive working relationships with all customer touch points.
- Provide analysis of our client portfolio which enables the most effective approach to tailor and managing client relationships.
- Initiate and cultivate long-term client relationships and as a trusted advisor to the client.
- Have compelling conversations with executive-level decision makers within HR and L&D in order to understand their people and performance challenges.
- Build strategic networks (within the EMEA region and globally) across accounts to facilitate cross-selling of our solutions.
- Lead on project rollouts, sometimes as part of a global team liaising with the US and Asia.
- Share and network client contacts across regions to grow the business globally. Ensuring thorough and linked up client contact reporting across regions.

Client-centric Business Development

- Use a client-centric approach to develop insights to convert new business opportunities within your client portfolio.
- Develop, lead and deliver insightful client proposals, renewals and pitch presentations.
- Create new leads in our client portfolio – keen to search for opportunities and develop them. They will be happy to pick up the phone and start a conversation.
- Leads will need to be followed up and converted.
- Agreed targets will be expected to be met.

Client Management

- Maintain our CRM with customer activity for maximum efficiency and visibility, with a carefully executed follow-up to closure on all open opportunities.
- Forecast and track key account metrics, use our CRM tool to record all client-related activity.
- Create, run and analyse client reports key to the KPI's of the client relationship vertical.
- Collaborate with Business Services team to ensure the timely and successful delivery of our solutions according to customer needs and objectives from client induction, pilot to go-live.
- Work with senior stakeholders to project manage and implement client relations' initiatives.
- Ensure clients have accurate, timely and relevant MI on existing programmes to include strong ROI data.
- Proactively monitor and manage client retention rates.

Person Specification

- Dynamic personality able to effectively engage and influence a variety of audiences at all levels of business, ideally within the leadership development, training, coaching, professional services or organisation consulting space.
- Confident and genuinely passionate about Diversity and Inclusion, Gender balance and the experience of working parents and how these issues fit in the context of broader business and human capital strategies.

- Experience of managing multiple global accounts and prioritising key relationships within them.
- A fantastic relationship builder – who people love to work with, from the local and global teams, at clients and partner organisations.
- Business acumen, sound decision making, analytical and organisational skills; a consultative approach to managing client relationships.
- Demonstrated ability to maintain and grow business with existing accounts and hit performance targets.
- Working knowledge and experience with contracts and contract negotiations.
- Excellent knowledge of Microsoft office suite of services, CRM experience an advantage.
- Ability to incorporate digital offering into the solution.