

Job Profile

Head of Strategic Accounts

Department	Client Management
Location	Home/ Solihull (80% externally/client focused)
Reports to	Chief Operating Officer
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Contract	Permanent
Constraints (travel/ base/ working patterns etc.)	Although based from Solihull, the role will require regular UK wide travel and, from time to time, may require work at specific locations and overnight stays away from home.
Salary	Competitive Package
Date	April 2017

About us

Energy & Utility Skills Group is a membership-led organisation that provides **Assurance, Membership and Skills Solutions** for the energy and utilities sector to ensure they have the right people, with the right skills at the right time.

To deliver these services to the power, gas, water and waste industries, there are two key strategic sector groups, the National Skills Academy for Power (NSAP), which is part of the group, and the Energy and Utilities Skills Partnership (EUSP), which we are a member of and deliver the secretariat role, that are fundamental to how we engage the sector.

The NSAP is part of the Energy and Utility Skills Group and is a collaboration of 40 member organisations from the power sector across Transmission & Distribution, Smart Metering, Generation and Renewables raising the overall profile of the UK industry, where through collaboration, they will develop the Capacity, Capability, Quality and Consistency of training and education to deliver the skills needs of a sustainable UK Power Sector.

The EUSP is a collaboration of 29 energy and utilities sector employers working to a collective vision of ensuring a safe, skilled and sustainable workforce that provides the essential services our customers seek and meets the UK's needs for the energy and utilities infrastructure, by sharing best practice and working collectively to address workforce issues where necessary.

About the role

Reporting to the Chief Operating Officer as a member of our Senior Leadership Team, the Head of Strategic Accounts is accountable for leading the retention and growth of our client accounts in the energy and utilities sector, whilst ensuring the effective delivery of our membership services.

The Head of Strategic Accounts will lead our small UK wide client management team, to deliver our strategic growth account plans and business objectives together with our

membership services. You will lead strategic network groups and engage senior industry stakeholders. This will include the leadership of NSAP to ensure delivery of their business plan and objectives and also the support of the EUSP to ensure effective delivery and engagement. To achieve this you will lead a high performing team, with delivery of stretching targets whilst ensuring customer excellence is achieved by leveraging and working with the rest of organisation to deliver this.

Success Measures:

Key measures of success in this role will include:

- Maximising the retention and growth of key accounts and members
- Delivery and engagement of strategic network groups(NSAP and EUSP), stakeholders and key influencers in meeting the sector and business plan requirements
- Delivery of the strategic plan and business objectives including increased sales and profit levels
- Driving improvements in customer relationships, satisfaction and client experience

KEY RESPONSIBILITIES

Strategic Account Development

- Accountable for the leadership of the Client Management function to include the strategic and operational management of client accounts.
- Identifying and delivering opportunities for business retention and growth across our clients, ensuring the achievement of business income and margin targets directly and through team.
- Represent the entire range of company services to clients, including the proposal, negotiation and delivery of commercial solutions that address client needs to build an effective sales pipeline.
- Lead the implementation and delivery of key account and contact strategies along with the supporting sector plans to ensure the development of strong client relationships and long term profitable and sustainable partnerships with key decision makers, influencers and stakeholders across all levels of client organisations.
- Work across the organisation to ensure delivery of the client experience - track and communicate client insights and report on the development of client solutions, providing understanding across all key contact points within the client business
- Achievement of agreed revenue/contribution targets for allocated clients/sector across all service lines, providing an active and growing pipeline of opportunities in line with expected commercial contributions
- Lead the identification and support bid/funding opportunities that support client solutions within allocated accounts/sector, effectively leveraging our internal processes and internal subject matter experts as appropriate.
- Ensure effective working relationships with internal stakeholders to deliver consultative client solutions.

Leadership of the Client Management Function

- Leading and motivating a UK wide client facing team across our strategic accounts and membership services.
- Ensuring a fit for purpose effective structure delivers an exceptional client experience and performs against the company's strategic and business plan objectives. This

includes collaboration with other business functions to deliver an end to end added value experience.

- Leading change and transformation across the business to deliver a culture of excellence whilst ensuring a high performing team delivers business objectives and client value.
- Ensure departmental and individual performance is monitored, reported upon, delivering efficient planning and management of the function's work whilst balancing the company's strategic deliverables.
- Delegate effectively, trusting others to take decisions and initiative on important matters, distinguishing between what should be done by others or by self.
- Proactively identify, acquire, develop and retain the best talent possible, implementing best practice techniques whilst overseeing a high performing team.
- Ensure continuous self and team improvement, keeping updated on sector, market, industry and client intelligence in order to provide thought leadership to our clients; ensuring their skills needs are understood.

Strategic Networks and Industry Engagement

- Leadership of key strategic industry groups including senior stakeholder engagement through the strategy group for National Skills Academy for Power (NSAP) and the Delivery Board for the our sector wide Energy and Utilities Skills Partnership (EUSP), ensuring the delivery of the supporting business plans.
- Raise sector understanding and profile, representing Energy and Utility Skills as necessary on industry groups, committees, forums and conferences; ensuring understanding and effective management across the team of sector influencers and stakeholders including regulatory bodies and government departments
- Provide leadership to ensure the effective delivery of membership network and task and finish groups, to ensure these meet client needs and deliver commercial solutions in the most efficient way.
- Ensure the successful delivery of the annual National Skills Academy for Power conference, through delegates and sponsors feedback.
- Serving as a business representative and speaker at major industry events and conference, ensuring the active promotion and high level profile of the Energy & Utility Skills Group
- Supporting other project/solutions delivery providing the client view where required.

JOB HOLDER SPECIFICATION

	Essential	Desirable
Work Experience		
Experience of working in a similar role with a proven track record of leading strategic account teams and delivering exceptional client experiences with demonstrable business growth across a wide range of accounts	✓	
Track record of developing strategic client relationships across all levels of client organisations as well as key an ability to work with key broader sector influencers and stakeholders, you will have solid experience of working with broad sector and client stakeholders at a senior/c-suite level.	✓	
Proven commercial experience in a B2B solutions sales and account management environment preferably within workforce solutions working with HR/L&D or education specialists	✓	
A senior leader, you will have experience leading, managing and mentoring a diverse UK-wide team in delivering business success; Strong track record of inspiring teams to deliver business targets.	✓	
You will have strong business acumen and be well informed of the markets you operate in, therefore an understanding of the broader Energy/Utilities sector and the workforce issues affecting it is essential, ideally gained first hand from working directly in the sector or its supply chain.	✓	
Experience of working within a membership organisation; demonstrable experience of promoting and securing and retaining membership		✓
Skills	Essential	Desirable
Client focused with well-developed influencing, negotiation and interpersonal ability.	✓	
Strong communication skills with the ability to communicate with power and confidence in writing, formally at presentations or informally through meetings.	✓	
Commercially astute with the ability to listen, ask questions, understand and interpret customer requirements; matching them to solution opportunities	✓	
Ability to manage relationships at senior and c-suite levels, to work collaboratively and engage with colleagues, across clients and networks at an industry level	✓	
Formidable leadership ability, performance focused, motivated to deliver business results	✓	
Strong commercial outlook and an entrepreneurial approach to business development; formal sales training an advantage.	✓	
Highly agile with the ability to manage multiple stakeholders, balance multiple and potentially conflicting internal and external priorities to deadlines	✓	
Decisive with critical thinking skills able to analyse and tackle complex issues	✓	
Knowledge of and ability to use IT to report/ track and present data including effective use of CRM	✓	
Strong project Management skills		✓

