

# Job Profile

## Senior Client Manager

### Energy, Water & Waste

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Department	Client Management
Location	Solihull
Reports to	Head of Strategic Accounts
Hours	Nominally 37 hours but operationally available at all times to meet Company requirements.
Contract	Office based
Constraints (travel/ base/ working patterns etc)	The role will require regular travel and may require work at specific locations and overnight stays away from home.
Salary	Ca £55k
Date	March 2019

#### About us

Everyday over 65 million people in the UK rely on the energy and utilities sector to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills are at the forefront of bringing our industry leaders together to identify and address the skills challenges our sector faces. We provide membership, assurance and skills solutions to help employers attract, develop and maintain a sustained skilled workforce to safeguard the future health, safety and prosperity of every person and business in the UK.

#### About the role

The Senior Client Manager is responsible for leading the retention and growth of our client accounts across the Energy, Water and Waste sectors, whilst ensuring the effective delivery of our membership services.

The Senior Client Manager will lead a small UK wide client management team, to deliver our strategic growth account plans and business objectives together with our membership services. You will support strategic network groups including the National Skills Academy for Power, engaging senior industry stakeholders across the Energy, Water & Waste sectors. This will include responsibility for the sector strategies and the Competency Accord to ensure that the business remains aligned with its market and continues to add value. To achieve this, you will lead a high performing team, deliver against 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 include:

- Maximising the retention and growth of accounts and members within Energy, Water & Waste
- Delivery of the strategy and identified revenue targets with timely reporting using CRM
- Effective servicing of accounts, with strong relationships across accounts and delivering excellence in the client experience.
- Effective relationships with internal stakeholders
- Established relationships with regulators and key external stakeholders

### Key Responsibilities:

**The Senior Client Manager – Energy, Water and Waste is responsible for:**

#### Business Development

- Assessing the energy, water and waste markets to identify opportunities for the company's service lines
- Developing a robust energy, water and waste strategy, ensuring successful delivery against identified revenue targets
- Identifying and opening of new business opportunities across new and existing markets/clients including upselling/cross selling, utilising the sales pipeline process
- Providing input to the development of the company's sales targets within your areas of responsibility in alignment with company's sales objectives
- Identifying and resourcing key events within the energy, water and waste sectors to drive sales growth
- Ensuring the delivery of assigned revenue targets for new and existing accounts within the energy, water & waste sectors
- Ensuring the effective servicing of accounts, working across the organisations with key stakeholders to establish strong client relationships and the delivery of the client experience. Understanding all key contact points across the client business
- Ensuring the establishment of effective working relationships with internal stakeholders to ensure consistent operational delivery across client accounts, recommending service line changes based on client need
- Overseeing the development of new business opportunities, including proposal/bid development in line with sales processes.
- Ensuring a pipeline of sales opportunities using CRM, ensuring effective and timely reporting against targets.
- Reporting and tracking of performance against sector strategy

#### Membership

- Implementing the annual membership renewal process to maximise retention
- Working with the Head of Strategic Accounts and other senior stakeholders, develop effective relationships with the devolved administrations, regulators and relevant

departments to ensure the business is well positioned to influence the regional/national skills strategy,

- Engaging with policy and legislation changes in the energy, water and waste sectors, informing consultations to support the company's position as a thought leader on skills
- Ensuring the effective communication of the membership proposition to ensure clarity of understanding across the energy, water and waste sectors
- Ensuring the effective implementation and maintenance of account growth plans for all key accounts to include revenue targets
- Establishing and delivery of effective working relations across accounts within the energy, water and waste sectors, ensuring appropriate B2B engagement from c-suite to operational delivery
- Ensuring the effective capture of client views, insights and needs in developing client solutions/identifying growth opportunities and ensuring the effective communications of these internally
- Ensuring effective and timely reporting and tracking of all account engagement and commercial activity through CRM
- Support other project delivery bringing the client view as required
- Agreeing key areas of focus and KPIs for each client across area of responsibility
- Delivering strategy and industry network groups and all associated activities, maintaining oversight to ensure effective tracking of progress and stakeholder communications and annual review
- Supporting the delivery of the diversity & inclusion initiative and all associated activities across the energy, water and waste sectors, including the promotion and sales of Talent Source Network
- Supporting the delivery of the Sector Skills Strategy including partnerships and the successful delivery of the competency accord in line with key milestones
- Developing sector intelligence and supporting research
- Supporting the maintenance of apprenticeship frameworks/development of standards as required

#### **National Skills Academy for Power (NSAP)**

- Supporting the development of the NSAP strategy
- Providing support to the NSAP Strategy Group and leadership of the supporting network groups
- Delivering the NSAP annual conference, working closely with the Head of Strategic Accounts and Head of Communications & Corporate Affairs

#### **Management of the Team**

- Leading and motivating the Client Managers covering energy, water and waste ensuring, ensuring excellence in the client delivery and maintaining oversight for client organisations.
- Ensuring performance against team and individual objectives including effective collaboration across the business
- Ensuring team performance is effectively monitored, reported upon to deliver efficient planning and management of the team's work

- Working closely with the policy team, ensure effective understanding of the key skills issues/influences (political, regulatory, financial that affect clients in energy, water and waster and their potential impact.
- Ensuring continuous self and team improvement, maintaining professional networks, keeping updated on sector market and technical development to provide thought leadership to our clients and ensuring their skills needs are understood

## Job Holder Specification

Specification	Essential	Desirable
<b>Education:</b>		
Graduate or working at graduate level		✓
<b>Work Experience</b>		
Track record of building and maintaining effective client relationships at senior/c-suite levels, in delivering commercial business growth.	✓	
Understanding of the Energy/Utilities sector and the workforce issues affecting it, ideally gained first hand.		✓
Experience in a senior B2B solutions/L&D/ workforce solutions sales role, setting and delivering against challenging targets and account plans.	✓	
Success in developing commercial prospects both personally and through others, developing account growth across allocated client base	✓	
Experience of managing, motivating and coaching high performing teams to deliver business objectives	✓	
Experience of working within a membership organisation; promoting and securing membership		✓
Leadership of stakeholder groups (to ensure employer needs are represented in key skills policy issues and our organisation is positioned as a thought leader in the region for our sector)	✓	
Knowledge of and ability to use IT to report/ track and present data including effective use of CRM	✓	
Project Management experience		✓
<b>Competencies:</b>		
<b>Leading teams;</b> able to provide clear direction, sets clear objectives and standards of behaviour; able to delegate, motivate and empower, coach and develop teams; ensures high levels of performance	✓	
<b>Working with People;</b> able to demonstrate an interest in and understanding of others, listens, consults and communicates proactively and is self-aware	✓	
<b>Relating and Networking:</b> able to establish good relationships with customers and colleagues; build wide and effective networks and contacts internally and externally, relates well to people at all levels, manages conflict	✓	

<b>Persuading and Influencing;</b> able to make a strong personal impression on others, gain clear agreement and commitment from others by persuading and negotiating, promotes ideas on behalf of self and others	✓	
<b>Presenting and communicating information;</b> able to speak clearly and fluently, express opinions, information and key points clearly, makes presentations and undertakes public speaking with skill and confident, responds quickly to audience needs and projects credibility	✓	
<b>Planning &amp; Organising;</b> able to plan activities and projects well in advance, manages time effectively, prioritises to accomplish objectives and monitors performance against deadlines/milestones	✓	
<b>Delivering results and meeting customer expectations;</b> focuses on customer needs, sets high quality standards, works in a systematic way and consistently achieves objectives set	✓	

## Values & Behaviours

### Together

We are stronger together, collaborating to deliver success

- Supporting and empowering each other
- Working as a team to deliver the best for our clients, customers and colleagues
- Being respectful, responsive and reliable
- Keeping all communication clear and constructive
- Understanding and valuing how we all contribute to our success

### Being Credible

A trusted voice providing thought leadership to the sector

- Providing expertise, openly sharing insights and best practice
- Taking a proactive approach to understanding the sector and the key issues affecting our members
- Delivering on time and keeping promises
- Ensuring work is of the highest standard and delivering exceptional customer service internally and externally.
- Taking ownership of personal development

### Making a Positive Difference

We do the right thing and make Energy & Utility Skills a great place to work

- Inspiring others by going the extra mile
- Bringing energy, passion and a positive approach to work, every day
- Celebrating success and taking pride in everything we do
- Embracing change and identifying opportunities to make a difference
- Leading by example