



Client Manager

Salary: £40,000 to £50,000 per annum. This role will have a bonus linked to annual performance target.

Terms: This is a permanent role, either full time or part time. We offer a flexible business model in which all types of working arrangements would be considered. This could include job share, flexible, home-working or part-time work.

Location: Our office is in Farringdon, London, but our clients are based around the UK so there is scope to be home-office based some of the time. There will be a requirement to travel within the UK as part of the role.

Benefits: We offer 30 days holiday and employer's pension contribution of up to 6% of salary. We award all staff a bonus day's holiday on their birthday.

About the Role

EW Group is a leading diversity consultancy, working across the UK and internationally. Our client list includes household names, FTSE100 companies and public-sector bodies. We've recently grown in size and now need a strong communicator and relationship-builder who can help us sustain long term partnerships with our clients.

Working closely with the Managing Director and the sales team, the successful applicant will be able to build upon their existing client relationship/sales experience, ideally gained within the training or consultancy sector, to become a key point of contact between our existing clients and our team of diversity consultants. This is a role to challenge and inspire the right person, with excellent prospects for growing with the company.

At the core of our service is brilliant client care. Your job will be to build rapport with our existing clients. We want them to feel valued, and to make sure they come back to us for any further support they may need around equality, diversity and inclusion. You will need to feel confident in assessing their needs and devising the best solution to meet that challenge.

The Role Competencies

This is a senior role which is pivotal to the success of the business. We're looking for someone who demonstrates the following competencies. These are what we will be assessing your application against.

- Experience in a client-focussed environment.
- Ability to assess client need and devise the best solution.
- A strong sales track record.
- A presentation style which is clear, engaging and confident.
- Ability to develop client relationships over the long term.
- An understanding of the diversity and inclusion training and consultancy market.

About EW Group

At EW Group, rarely are two days the same. We're a small team, so you'll be working closely with everyone but particularly with the Managing Director who you will report to. As a member of the senior management team, you'll have input into all aspects of the business, including operations, sales and marketing. Your job will be to build a 'trusted partner' relationship with our existing clients, ensuring we are the consultancy they return to for all their diversity and inclusion needs.

In return, we can promise you exciting, cutting-edge work which offers real social value. We are committed to career development and support, and you will be offered the chance to be involved in all aspects of the business as we grow.

We work with companies from across the private, public and charitable sectors. We're unique in the way we custom-build our work to the challenges that each client is facing. We've delivered bespoke projects at the Halfords, Travelodge, BBC, Adidas, Santander, Arts Council England and the Metropolitan Police, plus hundreds more. These companies want to work with us because they know diversity is integral to developing their business, and we can show them how. This could mean strengthening their brand. Or designing innovative new products and services. Or attracting and retaining the most talented employees. We provide the training, e-learning, consultancy and research to help them on their way.

Click here to read more about EW Group and click here to find out more about our transparent and inclusive recruitment process.

The Key Duties of this Role

Sales

- Manage our existing client relationships, being engaged with them throughout the lifecycle of contracts
- Meet with your clients regularly and stay one step ahead of their next potential consultancy requirement
- Lead client meetings at which you can explore their requirement and identify the best solution to fulfil their need
- Prepare costed proposals for clients, gaining sign off from the Managing Director where necessary
- Engage clients with lively and upbeat presentations, bringing in specialist input from the consulting team when appropriate
- To convert those client needs into consultancy contracts.

General

- Work hand-in-hand with our consultant and project management teams so that you understand current client activity and can determine future client need
- Lead presentations and pitches in a range of settings
- Network and build your contacts across the wide range of industries we operate in
- Attend and contribute to our internal meetings and away days, including our annual team event in Italy
- Reporting into the Managing Director and being an active member of the senior management team
- Reporting on client activity and sales conversions

Management

- This role is responsible for co-ordinating two freelance client managers
- The post-holder will prepare and present monthly reports for the Management Team and quarterly reports for the EW Group Board of Directors
- The post-holder will be a member of the Senior Management Team, along with the Managing Director, Operations Manager, Business Development Manager and Marketing Manager. As such, they will be expected to lead the rest of the team in a way which reflects the EW Group values (positive, practical, creative)
- The post-holder will take a leadership role in our internal meetings and away days, including at our annual team event in Italy
- The post-holder will be closely involved in business planning with the Senior Management Team and as such will be required to have a strategic overview of the company

Person Specification

- You will be energetic and positive in your approach with clients and with the team
- You will be able to communicate your passion for making workplaces more inclusive environments, and for bringing about culture change
- The pace of work is often high, as you will be responding to client needs. The successful applicant will be able to work to tight deadlines, keeping calm under pressure
- The successful applicant will inspire others in the team with their ability to overcome challenges in a positive way
- You will be happy to take responsibility for managing your own workload, and for raising any workload issues with the Managing Director