



Job Title: Client Relationship Manager

Location: Flexible but must be able to work in Milton Keynes one day per week

Hours: 4 days per week minimum/ flexible hours available

Salary: £45-£50K

About Us: Antoinette Oglethorpe Ltd. (also known as 'Team AO') is a global multi-award-winning coaching and training provider specialising in career management and mentoring. We are passionate about enjoyability and employability. Our mission is to help organisations benefit from the increased productivity that results when people are happier at work. We have created unique models, tools and templates to help managers and employees have meaningful conversations about progression and development. These approaches are now being used by the World Health Organisation, NHS and government departments among others.

We believe in combining professional growth with fun, enthusiasm and creativity, ensuring that business IS pleasure. If you have a passion for professional growth, relationships management, and business development, we'd love to hear from you.

Purpose of the Role

The successful Client Relationship Manager will be joining us at a pivotal stage in our organisation's journey. You will work directly with the founder of the business in shaping and implementing strategic objectives to drive our accelerated growth plan., by identifying and pursuing new business opportunities, nurturing existing relationships and forging new ones. You will be responsible for our sales and marketing strategy, as well as ensuring we execute world-class client delivery, by harnessing the skills and strengths of the team. You will have direct ownership of revenue generation, client satisfaction, and overall company expansion.

You'll have the full support of Team AO, from marketing to operations and service delivery and will work alongside the founder to respond in an agile way to market and client needs.

Key Responsibilities:

- Develop and take ownership of the company's growth strategy, sales and marketing plans and team objectives.
- Double revenue in the next three years through implementing a meticulous target-driven sales plan to win, retain and grow clients over time.
- Manage and develop relationships with existing clients, to build value in the brand through increasing client engagement, satisfaction, and retention.



- Represent and be an ambassador for the company at industry events and networking meetings.
- Develop and execute targeted marketing campaigns, promotional materials, and digital marketing strategies to deliver high quality lead generation in collaboration with our marketing specialist.
- Lead the team by role-modelling tenacity and ambition, whilst maintaining a fun and innovative culture within the team.
- Continuously analyse key client, sales, and market data to underpin the commercial strategy.
- Create leading edge sales tools.
- Support and develop our team to ensure our programmes align with the needs of our clients and deliver the highest quality of service.
- Engage in continuous learning opportunities, such as ongoing training, workshops and mentoring that support your personal and professional growth.

Who We're Looking For

The most important qualities we are looking for in a Client Relationship Manager are passion and a drive for strategic growth as well as client delivery. We can teach you the Team AO approach. In exchange, we are looking for fresh thinking and self-motivation.

Experience: A minimum of 7 years of experience in a client-facing role, ideally in the training, coaching or consulting industry. A proven track record in business development is required.

Essential Business Development Skills:

- A deep understanding and experience of mapping and challenging typical client sales cycles.
- A disciplined approach to CRM data management and interrogation.
- Experience of running win/loss analysis and proposing solutions.
- Ability and experience of negotiating with senior HR/procurement teams.
- Previous responsibility for NPS analysis and improvement proposals.

Required Leadership Skills:

- Ability to build and maintain relationships with clients with various levels of experience and background.



- Previous experience of managing others and holding them accountable for their performance.
- Exposure to working as a peer with senior remote associates.
- The ability to build a target account/sales and marketing strategy to reach ambitious growth targets, and the tenacity to implement this.
- Ability to work well under pressure and manage multiple priorities.
- Strong analytical and problem-solving skills and a solution-oriented mindset.

The successful candidate will also have an appetite for more senior leadership exposure over time, and the desire to work with significant strategic autonomy, based on their strong market awareness, people leadership, creativity around product, and their ability to inspire and challenge others. The candidate will understand not just the workings of a business from an operational perspective but will be looking to develop into a senior commercial/operations role.

Personal Qualities:

- Highly self-motivated, proactive and driven commercial leader.
- Passion for career development and mentoring.
- Empathetic listener and persuasive speaker.
- Demonstrates integrity and upholds company values.
- Able to adapt to changing business and client needs.

Values

We have 5 important company values that underpin all our business relationships. We are looking for individuals who epitomise these values.

1. Be helpful. You put clients' needs first – always; you go out of our way to help other colleagues; you freely share your ideas, experience and insights; you are open, honest and trustworthy.

2. Have fun. You create a brilliantly enjoyable experience. You are enthusiastic and energetic; you are passionate about your work. You do everything you can to ensure business IS pleasure.

3. Make a positive difference. You are pragmatic in your approach; you focus on action and results not rhetoric and theories; you do whatever it takes in every situation.

4. Deliver excellence. You are credible and reliable; you do everything with quality, professionalism and expertise.



5. Keep learning. You are forward thinking and solution focused; you are continually looking to improve and develop.

Education: Educated to degree level in Business Administration, Marketing, Communication, Psychology is desirable but not essential.

What We Offer:

We offer a competitive salary package, flexible working options, and an engaging work environment. Along with this, you'll have access to continuous learning and development opportunities that align with our core values, ensuring that you progress personally and professionally.

Our company is an equal opportunity employer and welcomes applications from all suitably qualified people.

How to Apply

If you are interested in this opportunity, please send your CV to info@antoinetteoglethorpe.com by close of business **Friday 15 September 2023**.