

It all starts with you™

Careers with International Workplace

Client Services Executive





Making a difference

International Workplace is a learning solutions provider, established in Cambridge in 1995. We work in partnership with renowned employers in the UK and internationally, using our expertise in the discipline of workplace management to help them manage their people and places.

About us

A leader in learning technologies, we deliver expert digital content that promotes and fosters learner engagement, providing employers with data, insight and analysis to track and improve individual and corporate performance.

Our award-winning work has been recognised for its innovation, the value it adds to clients, and its focus on the learner experience.

Trust lies at the heart of what we do. Our content is authoritative and credentialed: we are a licensed training centre for IOSH (health and safety) and ILM (leadership and management). Our systems are robust and reliable: we are accredited to the ISO 27001 Information Security Management standard, and all our solutions conform with data and privacy best practice.

Ultimately, we believe in the power of people – our own colleagues, and the people we work for – encapsulated in our strapline: *It all starts with you™*.

A Living Wage and Disability Confident Employer, we are also a signatory to the eLearning Manifesto – a recognised industry standard for good practice. Our innovative approach to eLearning has been recognised with a number of prestigious award nominations and we are committed to excellence in the design and delivery of our learning solutions.



Do you have what it takes?

We have invested heavily in learning technologies and have ambitious plans to generate profitable new revenue streams from digital services in the UK and internationally.

Our expertise in delivering innovative digital services has won us accolades in recent years. We now need to monetise our investment to ensure our existing clients can benefit from our success, and to bring our products to a wider commercial market.

For this key role, we are looking for a Client Success Executive who will have the ability to build trust and manage effective peer-to-peer relationships with existing clients, to ensure that we are able to achieve a respected partnership approach. You'll need to really care about our valued clients, to understand their needs, and to help them appreciate how our products and services can help them successfully achieve their goals.

We want to achieve more awards success in 2019 – do you want to be part of the team that achieves that?



Job description

Job title: Client Services Executive

What we are looking for

We're looking for a Client Services Executive with excellent communication skills to act as a liaison between external customers and internal departments within International Workplace.

You will interact directly with learners, supervisors, managers and directors of a wide range of client organisations, including prestigious businesses and public sector organisations, both in the UK and internationally. You will play a vital role in managing the client relationship, with responsibility for solving problems, and ultimately aiming to provide excellent service to deliver long-term profitable solutions based on mutual trust.

You'll be responsible for securing sales revenue through repeat and new business from existing clients, and for developing client accounts by identifying opportunities to expand and cross-sell International Workplace's products and services. You'll be targeted on client satisfaction rates, retention rates, sales revenue, and account growth.

You should possess outstanding sales and/or service experience, be a skilled communicator, and have a passion for learning and development, technology, new systems, and innovative business solutions.

Role revenue target £480,000 annually, £40k per calendar month

Sales cycle Approximately 1-3 months

Profile This individual must be effective at working autonomously to build trusted relationships with valued current clients.
GCSE (or equivalent) Maths and English level C

- You'll be commercially-aware, with an ability to balance client considerations with the demands of the business and to manage multiple and sometimes competing priorities.
- You'll be organised, with an ability to prioritise and good attention to detail, able to work methodically and meticulous in using our CRM system.
- You'll be flexible and up for the challenge – every client is different, and you never know what's coming next.
- You'll be an excellent communicator, able to bring ideas together from sometimes disparate sources and to manage and motivate all of the stakeholders involved in delivering excellent service to clients.

Based at: Westwick, Cambridge

Reporting to: Head of Sales

Salary: Up to £25k basic per annum, plus £10k bonus (OTE £35k)



Duration: Permanent

Hours: 37.5 hours per week, 08:30-17:00 Mon-Fri with an hour for lunch.

Benefits: We offer an attractive benefits package that includes 24 days' holiday (which rises with service) plus bank holidays and a holiday purchase scheme.

Role functions

1. Meet sales target and other Key Performance Indicators

- Including the weekly behavior targets outlined below

2. Manage and develop existing accounts

- Working in partnership with the Client Services Manager and team members
- Expand relationships within existing accounts both through phone and face to face contact.
- Establish trusted advisor status with accounts
- Proactively identify, manage and convert new sales opportunities.

3. Generate new business opportunities

- Identify key clients to develop as part of company sales strategy.
- Consistently be working on building new effective relationships both through phone and face to face contact.
- Maximise sales by cross-selling the company's product portfolio.

4. As part of 1-3 this will require the person to:

- **Effectively build relationships** both with existing and new accounts through a combination of different prospecting activities including LinkedIn and attending relevant networking events.
- **Schedule and conduct meetings** with existing clients, conducted on the phone and in person.
- **Write high quality proposals.**
- **Give presentations and run demonstrations.**

5. Conduct competitive research

- To understand key information about competitors to International Workplace which could include information on their products and services, how they are positioning themselves, their messages and pricing

6. Working effectively with internal International Workplace teams including:

- Client Services Team
- Development Team
- Trainers and Consultants
- Finance Team

7. Reporting and measuring their performance based on company KPIs.

8. Weekly sales pipeline and forecast data produced in a timely manner.



9. **Weekly Sales report** prepared for close of business Friday and covering weekly results, wins, losses, learning and results of campaigns

10. **Travel to prospective clients**, on average 5 days pcm, throughout the UK.

Behavioural expectations for managing and developing existing accounts

Phone calls: 15 new prospect conversations per week

Meetings: 10 face-to-face meetings per month

These numbers and activities may be revised over time.

Person specification

Essential	Desirable
Skills	
<ul style="list-style-type: none">• Effective at building relationships• Effective questioning• Good listener• Effective oral and written communication	<ul style="list-style-type: none">• Decisive• Assertive• Influential• Deals with conflict• Attention to detail• Creative problem solving• Technologically proficient
Experience	
<ul style="list-style-type: none">• Experience in a service role• Dealt with people at all levels• Maintained and built relationships with senior decision-makers in existing accounts	<ul style="list-style-type: none">• Good understanding of technology solutions• Has developed sales/account plans• Experience in consultative selling, uncovering client needs and matching solution to their needs• Experience of dealing with high profile corporate clients• Expand existing accounts

Attitude

Essential	Desirable
<ul style="list-style-type: none">• Ambitious and driven• Takes personal responsibility for activities and results• Peer to peer attitude with clients/senior decision makers in medium and large companies• Solutions-minded: "every problem is an opportunity"	<ul style="list-style-type: none">• Willingness to learn and continuous improvement• Values accountability• Strong work-ethic• Responds well to change• High ethical standards• Team player• Self-motivated, works well with minimal management• High self-esteem• Understands the importance of profit