Job Description – Client Development Manager (2 year fixed term contract)

Reports to: Director, Executive Education
Grade: 8
Fixed Term Contract for 2 years
Full time based at Milton Keynes

About the Role

This is a pro-active, entrepreneurial role responsible for identifying opportunities to develop, build and manage key relationships with prospective, former and active clients and partner organisations to support the process and development of bids, proposals and projects. This is a largely external and commercial facing role responsible for developing long-term business to business relationships whilst working closely with individuals and departments across the University to identify, explore and develop client-focused education and training solutions.

Key Responsibilities

1. To proactively develop, build and manage long-term relationships with a portfolio of clients from targets to prospects and thereafter to client status.

2. To gather, record and disseminate client and project data appropriately to ensure collaborative approaches to income generation.

3. Ensuring familiarity with the curriculum and executive education proposition to a level that can be presented to clients in a coherent way, to meet their education requirements which may include opportunities to leverage existing OU education, training and/or platform solutions or to identify new areas of curriculum or service.

4. To provide a first-rate service to both internal and external customers and clients – actively engaging with them, to further understand their needs, and collaborating to find mutually agreeable solutions that are viable and match requirements.

5. To manage the development, production and delivery of projects, in conjunction with academic and professional support staff including business case preparation, project set up, scheduling, resource management and reporting.

6. To lead on monitoring and capturing market needs and opportunities, identifying and assessing options for OU solution development.

7. Responsibility for the database and methods and process for capturing and recording client engagements, including set up, maintenance and ongoing quality review and enhancements.
Skills and Experience

Essential

- Educated to degree level or equivalent relevant experience
- Proven and extensive experience managing commercial relationships for a higher education, cultural or charitable institution
- Experience of managing business to business client relationships
- Knowledge and ability to provide a high level of account management for key clients, ensuring excellent client awareness
- Experienced account/relationship manager with the ability to manage a range of clients and projects simultaneously and juggle a busy and varied workload
- Ability to influence senior decision-makers with the confidence to speak up and step in to resolve issues
- Ability to understand and interpret complex academic subjects into persuasive proposals and presentations for an external audience, gathering requirements and proposing solutions.
- Ability to create order from complexity and ambiguity, work flexibly, to deadlines, with tact and diplomacy, using judgement and initiative
- Strong IT skills and the ability to use a range of software packages including Microsoft Office, Project and SharePoint
- Numerate and evidence of persuasive writing and negotiation abilities
- Excellent team-working and inter-personal skills
- Ability to craft creative and bold solutions to corporates, in line with the OU's strategy and brand.

Desirable

- Business related degree
- Track record or revenue generation in an HE setting
- Knowledge of charity law and contracts
- Experience of setting up management systems and processes