



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Client Relationship Manager, Executive Education, Leeds University Business School (LUBS), Faculty of Business



Salary: Grade 7 (£39,355 – £46,735 p.a. depending on experience)

Reporting to: Tone Thomas Vaduthala

Reference: BUSEE1003

Location: Leeds University campus (with scope for hybrid working)

‘We are open to discussing flexible working arrangements.’

Overview of the Role

The Client Relationship Manager role is a pivotal position within the Executive Education team at Leeds University Business School (LUBS). This role is integral to managing and nurturing relationships with existing clients, ensuring their needs are met, and delivering high-quality, customised learning solutions.

This is a key role that requires a 'consultative sales' approach to both understand the needs of organisations and to tailor suitable solutions that align with the specific objectives and challenges of client organisations. It requires skill in developing relationships, effective communication skills, business acumen, and working with internal and external stakeholders to ensure client satisfaction. You will work closely with potential clients to understand and define their specific learning and development requirements and maintain ongoing relationships with existing clients to ensure satisfaction and repeat business. You will be responsible for coordinating with academic colleagues, to ensure that client requirements are translated into high-level programme specifications, design, and business proposals.

Main duties and responsibilities

Insights and analysis

- Maintain extensive knowledge of current market conditions and insights of contemporary learning and development needs and competitor activity.
- Develop and maintain a good knowledge of the portfolio of executive development programmes and other executive education offerings across the Business School and wider university to develop business opportunities across the portfolio.
- Have a good understanding of the academic expertise that resides within LUBS across the various departments and centres.
- Represent the school at industry events and appropriate business meetings nationally and internationally.

Business Development

- Support the Head of custom programmes with sales pipeline management from responding to new leads, crafting proposals, leading on pitch presentation, to closing opportunities.



- Review and shortlist tenders that are relevant to Executive Education; and, ensure timely delivery of tender submissions and contracts.
- Develop and present engaging proposals to win new business development opportunities.
- Support Head of custom programmes with costing client proposals and creation of programme budgets.
- Coordinate with marketing and communications teams to create custom marketing campaigns to generate leads.
- Coordinate with the Open Programmes team to identify potential clients for Custom programmes.
- Working alongside the Head of custom programmes, negotiate, manage and administer contracts with prospective clients.

Relationship Management:

- Account manage designated corporate relationships to develop business opportunities across large and complex organizations.
- Build, develop, and maintain long-lasting relationships with portfolio of existing clients and stakeholders to meet revenue and quality programme targets.
- Set-up programme review meetings with clients, chairing where appropriate.
- Be the primary contact for a portfolio of clients on day-to-day account and programme matters, keeping other colleagues and stakeholders informed.
- Maintain and manage customer relationship information on the School's CRM system.
- Manage client invoices, recharges, and procurement.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

Qualifications and skills

Essential

- Experience in influencing and negotiating effectively with senior organisational stakeholders;
- Experience in consultative sales and key account management for educational products/services/solutions ideally in a B2B context;



- Tenacity and drive to identify new business opportunities, identify clients' needs, craft and pitch solutions to senior executives; as well as, a "hands-on" ability to personally close sales;
- Experience in leading on proposal/bid writing taking into account inputs from diverse stakeholders that include technical experts;
- Able to collate, analyse, interpret and report data for decision making;
- Excellent written, communication and interpersonal skills with evidence of being able to form effective working relationships in a culturally diverse environment;
- Knowledge of management or leadership skills development processes and practices;
- Strong organisational skills with the ability to multi-task and meet conflicting deadlines;
- Self-motivation, and the ability to work independently with minimal supervision;
- A high degree of integrity and the ability to maintain confidentiality;
- Willing and able to travel for work around the UK and overseas;

Desirable

- Experience with client relationship management (CRM) platforms;
- Experience with designing customised adult learning initiatives;
- Experience working with customers outside of the UK.

Additional information

Working at Leeds

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

Our University and School

As an international research-intensive university, we welcome students and staff from all walks of life. We foster an inclusive environment where all can flourish and prosper, and we are proud of our strong commitment to student education.



At Leeds University Business School we work hard to ensure that our shared University values (collaboration, compassion, inclusivity and integrity) guide all our activities. We are committed to developing our culture so that we are able to work together to deliver our purpose to “make an exceptional impact on the economy, society and the planet”. We aim to do this by pursuing our goals of developing innovative solutions for society and building a community of responsible leaders.

Everyone at the Business School has a part to play in realising this vision - whether you are involved in education, research, external engagement or professional support. Everyone has skills, knowledge, talent and experience of value - we all have something to offer and we all have a part to play in contributing to collective success. This is at the heart of who we are and how we treat one another. We want all colleagues to feel excited about going to work, to feel valued, to be challenged, to feel part of something bigger and to have fun along the way. To make this a reality we expect all colleagues to champion our shared values, to help us to strengthen our culture and to contribute to our common purpose.

We are dedicated to diversifying our community and we welcome the unique contributions that individuals can bring, and particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at hr@leeds.ac.uk

Criminal Record Information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any ‘unspent’ criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.



For research and academic posts, we will consider eligibility under the Global Talent visa. For more information, please visit [the Government's page, Apply for the Global Talent visa](#).

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Salary Requirements of the Skilled Worker Visa Route

G7 - Please note that this post may be suitable for sponsorship under the Skilled Worker visa route but first-time applicants might need to qualify for salary concessions. For more information, please visit [the Government's Skilled Worker visa page](#).

