

Position Title	Client Engagement Manager
Business Unit	Client Engagement
Manager	General Manager Client Engagement
Direct Reports	Senior Client Engagement Lead, Belgium Senior Client Engagement Lead, Nordic Baltic (contract for services)
Location	London, UK
Role type	1.0 FTE
Significant relationships	<p>Liaise and engage with:</p> <ul style="list-style-type: none"> ■ New and existing Members, clients and strategic partners ■ Internal subject matter experts and Project Delivery Manager to scope commercial outcomes ■ Local Advocacy Adviser to execute advocacy strategy and deliver key messages

Position purpose

The Client Engagement Manager is responsible for achieving the Institute's ambitious growth strategy by developing profitable business opportunities with new and existing Members and clients in the Europe region.

Key responsibilities

- Manage client engagement activities in designated countries
- Develop and execute regional client engagement strategy aligned with strategic priorities
- Create, maintain and grow effective relationships with new and existing Members and clients to meet and exceed revenue, Member and client satisfaction targets
- Build and execute against a targeted pipeline of potential new Members consistent with the client engagement strategy
- Scope opportunities for fee for service work: build a pipeline of opportunities and take those opportunities through to proposal stage; manage effective handover to Commercial team for contract execution and delivery
- Act as designated relationship manager for high value Members, clients and strategic partners
- Educate policymakers on CCS
- Manage strategic external relationships
- Lead and develop a high performing, client focused and commercially savvy team
- Identify and support advocacy opportunities in collaboration with Advocacy team
- Promote the Institute at events and in the media, delivering key messages
- Other duties as required

Skills and experience

Essential

- Relevant experience in identifying opportunities, building strategic relationships and networks internally and with clients, managing clients and pursuing new business

- Demonstrable commercial acumen, with a track record of increasing profits and revenues
- People management experience
- Knowledge of the energy and climate change landscape and CCS fundamentals
- Relevant tertiary qualification

Desirable

- Experience working in a global organisation with a matrix structure
- Proficiency in a European language

Values

Our Values define our culture and guide us internally in our day-to-day work. Each Value is supported by examples of positive and negative behaviours. These are examples only and not an exhaustive list of supporting behaviours.

<p>Quality - We strive for excellence in all that we do. For our Members and clients, we are a trusted, knowledgeable and responsive partner known for exceptional advice and service delivery.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> — Achieves high standards — Improves the way things are done — Work is accurate and timely — 'Gets under the skin' of issues and seeks ways to add value — Uses systems effectively e.g. CRM — Allocates resources appropriately towards achievement of the Institute's objectives — Shows awareness of task interdependencies and monitors tasks to ensure optimal results 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> — Misses deadlines — Produces limited or poor quality work output — Work includes inaccuracies or errors — Unresponsive to requests or responses not timely — Provides only what is asked for, without considering requests within broader context — Uninterested in needs of others or improving service performance — Focuses on tasks in isolation, at the expense of other work
<p>Collaboration - We work cooperatively with colleagues, clients and Members. Our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> — Proactively and genuinely collaborates with others as a normal way of working — Actively engages with others on their input — Considers a range of perspectives before reaching a conclusion — Approachable and shares information willingly — Actively participates in discussions and is appropriately assertive and sensitive in expressing own opinion — Communicates effectively via appropriate channels — Communicates appropriately for the audience and situation 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> — Works in isolation, in silos or competitively — Unwilling to collaborate or share information — Limited or no communication to manage expectations — Solicits input late, after a decision has been made or not at all — Feels threatened by those with greater or different knowledge or experience — Undervalues expertise of others — Communication is not tailored to the audience — Unable to convey complex information simply — Communication is ineffective or culturally inappropriate
<p>Integrity - We hold ourselves and each other to the highest standards in all we do and say. Our actions and communications are Member and client-responsive, socially, environmentally and economically responsible, ethical and respectful of diversity.</p>	
<p>Positive behaviour examples</p> <ul style="list-style-type: none"> — Complies with Institute policies and procedures — Is honest and ethical — Respects backgrounds and expertise of others — Treats people fairly, equitably and respectfully — Leads by example – 'walks the talk' — Conveys difficult messages effectively and appropriately 	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> — Takes risks without understanding or considering the impact — Blames or makes others responsible for a problem they should deal with themselves — Operates in a political and self-serving manner — Sees cost management as someone else's responsibility — Avoids tough conversations — Tackles sensitive issues in a public forum where others can overhear — Spreads gossip and speaks unkindly about others