

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

## Position purpose

The Senior Client Engagement Lead is responsible for delivering on the Institute's ambitious growth strategy by developing profitable business opportunities with new and existing Members and clients.

## Key responsibilities

- Lead client engagement activities in the UK and other designated European countries
- Contribute to and execute 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 Members, clients and strategic partners
- Educate policymakers on CCS
- Manage strategic external relationships
- 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
- 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 second 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><b>Quality</b> - 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"> <li>— Achieves high standards</li> <li>— Improves the way things are done</li> <li>— Work is accurate and timely</li> <li>— ‘Gets under the skin’ of issues and seeks ways to add value</li> <li>— Uses systems effectively e.g. CRM</li> <li>— Allocates resources appropriately towards achievement of the Institute’s objectives</li> <li>— Shows awareness of task interdependencies and monitors tasks to ensure optimal results</li> </ul>	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> <li>— Misses deadlines</li> <li>— Produces limited or poor quality work output</li> <li>— Work includes inaccuracies or errors</li> <li>— Unresponsive to requests or responses not timely</li> <li>— Provides only what is asked for, without considering requests within broader context</li> <li>— Uninterested in needs of others or improving service performance</li> <li>— Focuses on tasks in isolation, at the expense of other work</li> </ul>
<p><b>Collaboration</b> - 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"> <li>— Proactively and genuinely collaborates with others as a normal way of working</li> <li>— Actively engages with others on their input</li> <li>— Considers a range of perspectives before reaching a conclusion</li> <li>— Approachable and shares information willingly</li> <li>— Actively participates in discussions and is appropriately assertive and sensitive in expressing own opinion</li> <li>— Communicates effectively via appropriate channels</li> <li>— Communicates appropriately for the audience and situation</li> </ul>	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> <li>— Works in isolation, in silos or competitively</li> <li>— Unwilling to collaborate or share information</li> <li>— Limited or no communication to manage expectations</li> <li>— Solicits input late, after a decision has been made or not at all</li> <li>— Feels threatened by those with greater or different knowledge or experience</li> <li>— Undervalues expertise of others</li> <li>— Communication is not tailored to the audience</li> <li>— Unable to convey complex information simply</li> <li>— Communication is ineffective or culturally inappropriate</li> </ul>
<p><b>Integrity</b> - 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"> <li>— Complies with Institute policies and procedures</li> <li>— Is honest and ethical</li> <li>— Respects backgrounds and expertise of others</li> <li>— Treats people fairly, equitably and respectfully</li> <li>— Leads by example – ‘walks the talk’</li> <li>— Conveys difficult messages effectively and appropriately</li> </ul>	<p>Negative behaviour examples</p> <ul style="list-style-type: none"> <li>— Takes risks without understanding or considering the impact</li> <li>— Blames or makes others responsible for a problem they should deal with themselves</li> <li>— Operates in a political and self-serving manner</li> <li>— Sees cost management as someone else’s responsibility</li> <li>— Avoids tough conversations</li> <li>— Tackles sensitive issues in a public forum where others can overhear</li> <li>— Spreads gossip and speaks unkindly about others</li> </ul>