

<b>Position Title</b>	Senior Client Engagement Lead
<b>Business Unit</b>	Client Engagement
<b>Manager</b>	General Manager Client Engagement
<b>Direct Reports</b>	N/A
<b>Location</b>	Melbourne, Australia
<b>Role type</b>	1.0 FTE
<b>Significant relationships</b>	Liaise and engage with: <ul style="list-style-type: none"> <li>■ Existing Members and prospects, clients and strategic partners;</li> <li>■ Internal subject matter experts and Project Delivery Manager to scope commercial outcomes; and</li> <li>■ Advocacy team 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 designated countries, including Australia (primary) and countries in Southeast Asia
- Contribute to and execute client engagement strategy aligned with strategic priorities
- Create, maintain and grow effective relationships with existing Members and prospects, and fee-for-service 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

### Desirable

- Experience working in a global organisation with a matrix structure
- Experience working in the carbon capture and storage field

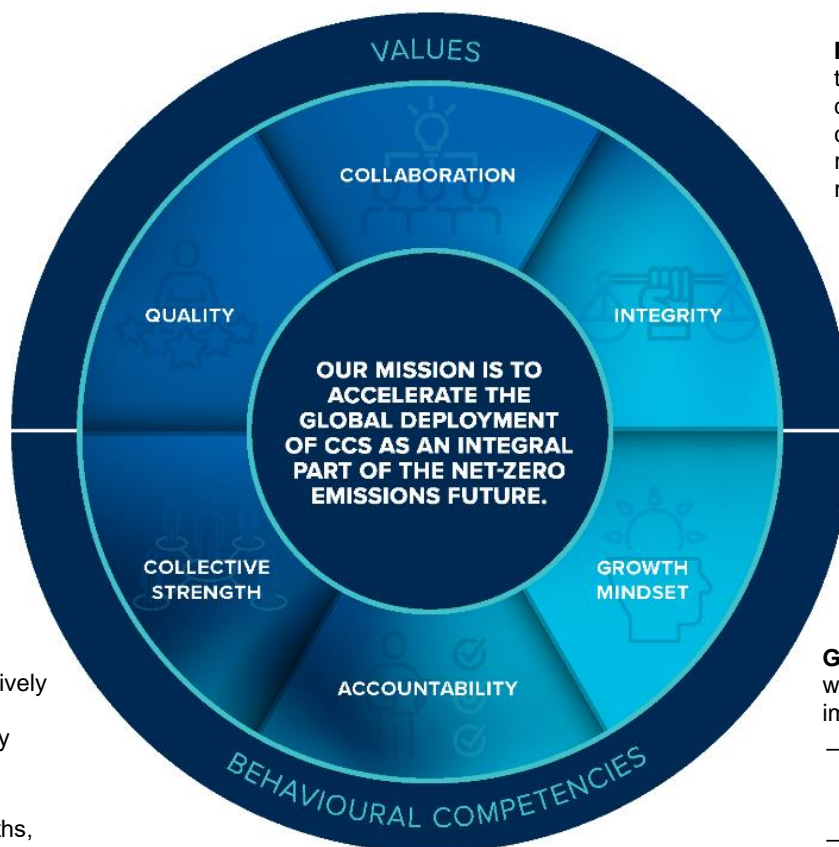
## Values

Our Values underpin the way we do things at the Institute and guide us internally in our day-to-day work. The following Behavioural Competencies align with Our Values with the aim to amplify each aspect and are essential to ensure the achievement of Our Mission.

**Collaboration** - We work cooperatively and our teamwork goes beyond organisational and geographic boundaries to achieve exceptional results.

**Quality** - We strive for excellence in all that we do. We are a trusted, knowledgeable and responsive organisation known for exceptional advice and service delivery.

**Integrity** - We hold ourselves to the highest standards in all we do. Our actions and communications are responsive, ethical and respectful of diversity.



**Collective Strength** - You actively develop and leverage the Institute's collective strength by

- Honouring and acknowledging your colleagues' skills, strengths, and contributions.
- Building meaningful relationships on a foundation of trust, mutual respect, appreciation and empathy with colleagues, Members, clients, and partners.
- Facilitating people and ideas coming together beyond hierarchical and organisational boundaries through effective communication, knowledge sharing, and proactively seeking input.
- Exhibiting dedication to our purpose, your role, and what we can achieve together.

**Accountability** - You hold yourself and others accountable by

- Taking personal responsibility for deliverables.
- Keeping a focus on delivering outputs that are accurate, timely, and of a high standard.
- Acknowledging ownership and accountability to promote solutions.
- Identifying areas for improvement across the Institute and appropriately providing feedback to those responsible.

**Growth Mindset** - You seek ways to continuously learn and improve by

- Fostering an environment open to diverse ways of thinking and operating.
- Seeking, providing, and responding to feedback in a productive and respectful manner.
- Recognising the limits of your own experience and skills and taking proactive steps to grow them.
- Embracing failures, challenges, and setbacks as opportunities for growth and learning.
- Engaging in honest self-reflection and actively applying lessons learnt.