

<b>Position Title</b>	Client Engagement Lead
<b>Business Unit</b>	Client Engagement
<b>Manager</b>	Senior Client Engagement Lead
<b>Direct Reports</b>	N/A
<b>Location</b>	Washington, DC or Houston, TX, USA
<b>Role type</b>	1.0 FTE
<b>Significant relationships</b>	Liaise and engage with: <ul style="list-style-type: none"> <li>▪ Members, prospective Members and clients, and strategic partners; local CCS, energy and climate stakeholders</li> <li>▪ Business Services to ensure timely and efficient delivery of finance and governance requirements in the US</li> </ul>

## Position purpose

The Client Engagement Lead is an external facing role primarily responsible for managing relationships with Members, prospective Members and clients. Building strategic partner relationships with local CCS, energy and climate stakeholders, the Client Engagement Lead will promote the Institute's service offerings via driving sales opportunity pipelines, and participation in selected events.

## Key responsibilities

- Represent the Institute to third parties and conduct business activities in the US on behalf of the Institute, under the direction of a Senior Client Engagement Lead
- Contribute to the delivery of the regional client engagement strategy aligned with strategic priorities
- Create, maintain and grow effective relationships with existing and prospective Members and clients to meet and exceed revenue, Member and client satisfaction targets
- Identify opportunities for fee for service work
- Act as designated relationship manager for Members and clients
- Coordinate and manage events, meetings and webinars
- Produce reports, presentations, and other documents to service Members and advance the Institute's strategic priorities
- Other duties as required

## Skills and experience

### Essential

- Knowledge of the energy and climate change landscape and CCS fundamentals
- Relevant experience in identifying opportunities, building relationships and networks internally and with clients, managing clients and pursuing new business
- Relevant tertiary qualification

### Desirable

- Experience working in a global organisation with a matrix structure

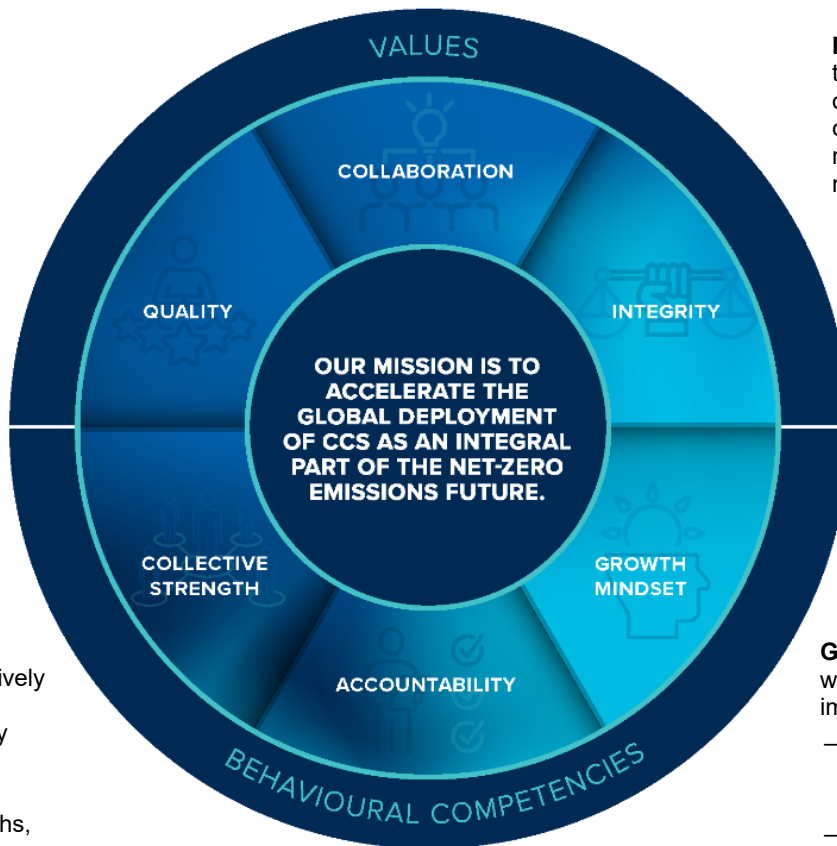
## Values

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.