JOB DESCRIPTION

Job title	Client Relationship Manager
Department	Client Relationship

Reporting relationships

This role reports to the Client Director.

Objective of the role

The objective of this role is to develop high-quality relationships with employers, becoming a trusted advisor for all their finance, digital and leadership and management training needs. You will develop a deep understanding of their business needs, proactively suggesting training solutions and options for their employees' learning and development.

You will also be responsible for identifying and developing potential new employer relationships, including by representing First Intuition at relevant network events.

This role includes:

- Providing high-quality client management ensuring that clients are getting the service they need
- Representing First Intuition at networking events and client engagement activities
- Administrative duties as necessary in performance of the business development and client management activities
- Working closely with Customer Service to ensure client requirements are followed through to a timely conclusion
- Undertaking business development activities to assist the Client Director in bringing new clients and students to First Intuition

Major internal relationships

The Client Relationship department is key in maintaining our Trusted Advisor relationship with clients and assisting in identifying and developing new client opportunities for First Intuition. Strong internal relationships are key to ensure clients are receiving the service they need. In particular:

- Customer Services team – to ensure that bookings and requests from clients, and their students, are passed onto the customer services team.
- Client Director – to work on a co-ordinated approach to Client Liaison
- Apprenticeship coaching team – to ensure that any information regarding clients' apprentices are passed to the appropriate person, and vice versa.

Key tasks

The key tasks and responsibilities for this role are split into three main categories:

<u>Client management</u>

- Organising appropriately regular face to face or virtual meetings and phone calls with employers
- Assisting employers with any queries they may have
- Ensuring that any student bookings or apprentice enrolments are promptly passed onto the customer services and enrolment teams for actioning
- Working with clients on programme adjustments required after a failed exam or other interference to progression
- Passing appropriate information on apprentices to the apprenticeship coaching team
- Discussing changes to programmes and new programmes with existing employers
- Ensuring that clients are aware of changes to funding rules and incentives and are properly informed of decisions between funded and commercial programmes
- Obtaining feedback from employers about their pains, their challenges, and their successes
- Offering additional support to employers as appropriate, for example post results client clinics, programme adjustments, etc.
- Keep appraised of the activity of our competitors in the space (notably Kaplan and local Colleges) and anticipate any bespoke messaging that may be relevant for our clients considering this activity
- Share ideas for service improvements with other members the Relationship Team and Client Director
- Support the Client Director with input to specific projects relevant to the Client Relationship

Business development

- Identifying potential new employers to discuss with the Client Director
- Sourcing relevant networking events to share information about First Intuition and identify potential new employers to work with
- Organising face to face meetings, virtual meetings, phone calls with potential new employers to understand their needs
- Proactively following up on leads to ensure new employers have a high-quality service from their very first interactions with First Intuition

Administrative activities

- Ensuring that employers are input into our CRM and marketing systems
- Ensuring contact records for employers are kept up to date
- Working with the Customer Services Team to ensure that records of exam results are updated regularly and that data available to the Relationship Team is therefore current at all times
- Update the Client CRM / Meetings records as appropriate

First Intuition Cambridge Ltd is committed to Safeguarding and promoting the welfare of learners and expects all staff and volunteers to share this commitment. As part of this commitment FI has incorporated safer recruitment practices in the Company's Talent Acquisition and on-boarding processes. This includes, taking up references, investigation of gaps in employment and the undertaking of a DBS check for all new employees.

OUR CORE VALUES - TEAM FI

T - Teamwork and Collaboration

Collective values are important to us

E - Enthusiasm and Positivity

Team spirit is fundamental to how we work

A - Agility and Adaptability

The development of our business is built on proactive creativity and relentless pursuit of improvement

M – Motivating and Inspiring

As individuals and as a team we work hard to inspire and enable those we engage with externally and internally

F - Focus on Personal Relationships

First Intuition is 'where people count'

I – Influential and Responsible Leadership

We are forward-thinking and trusted advisors to aspiring professionals and their employers