



IMPACT

Global Lead, Client Service & Growth

Reporting to CEO

Role description





Global Lead, Client Service & Growth

Our purpose

To play a part in solving the complex economic, social and environmental problems that challenge humanity by doing what we do best: finding, mobilising and liberating the humanity that is within every one of our client organisations.

Our vision

To grow our business by creating more value for our clients through applying our expertise in experiential learning to a wider organisational context than learning and development. We will do this by working at the intersection of leadership and people development, organisational change and sustainable innovation.

Our culture

You will embody, role model and always represent Impact's culture and values. This will be achieved through leading with and demonstrating the desired behaviours that underpin our culture. This needs to be visible and intrinsic in all activities and decisions. Always operating within our cultural parameters and driving these within the global and regional activity.

The role

In alignment with Impact's purpose, vision and culture, this role will lead and manage Impact's short and mid-term global client retention and growth activity, whilst developing a vision, oversight and focus on the Impact's longer-term future for client development. The role will involve working closely and collaboratively across all global functions and especially with the Global Lead, New Business and the Global Lead, Operations.

Responsibilities

- Ultimately responsible for overseeing the retention and growth of all existing client accounts globally through the governance of CSTs
- Ensuring that we retain existing client relationships and revenue through exceptional client service and lasting, trusted-advisor relationships
- Setting growth targets and plans, ensuring that the full range of services are being discussed with all clients to grow existing accounts and take us outside our traditional learning and development revenue areas
- Unearthing, driving and sharing best practice in client growth and retention
- Leveraging our expertise to bring specialist talent into client relationships where needed
- Collaborating locally to recruit, develop and retain all permanent and associate talent employed in account management to ensure consistency and excellence
- Working closely and collaboratively with the Global Lead, Operations to ensure the smooth running and effective resourcing of all client activity
- Proactively partnering with other functional managers and Country Managers to encourage collaborative approaches to achieving Impact's client growth aspirations

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Shaping This Role

A key responsibility will be envisioning and shaping the subtleties, activities and practices within this role. Making it your own.

Vital Relationships

In addition, the intersection of this role with other key leadership roles, in terms of working relationships and shared practices, will be vital. This space will need to be envisioned and developed together to drive and maximise the overall revenue growth of the business.

At all times, you will adhere to Impact's policies and practices.

Here's some stuff we're brilliant at:

- The money part – salary is negotiable and competitive (depending on experience). Profit share, bonus scheme and non-contributory pension scheme are all in there too.
- We're a Great Place to Work® – it's official!
- Wellbeing – health insurance is included in your package
- Inspiring and developing – we have a tailored induction process and lots of opportunities (internally as part of the Impact Academy or externally) to learn, develop and progress in your career
- Celebrating successes – no matter how great or small
- Caring for each other – we always have each other's backs
- Finding opportunities to support our local communities around the world
- Adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

