

Job Description

Job Title	Client Director – Transformation
------------------	----------------------------------

Prime Function of Role
<p>The prime function of the role is:</p> <ol style="list-style-type: none"> 1. Sales and delivery of complex client transformation programmes 2. Build long term client relationships through successful engagement delivery 3. Thought leadership including development of RB approach to managing complex programmes 4. Build the team, developing skills, experience, and confidence in relation to client transformation opportunities and establish network of delivery resources.

Accountabilities & Tasks
<p>Sales and delivery of complex client transformation programmes</p> <ul style="list-style-type: none"> • Develop new opportunities to support clients with their business transformation challenges. This includes exploring opportunities to build current RB accounts and uncovering new client with potential opportunities. • Develop and implement transformation business development strategy, work with Marketing to develop material (videos, client references etc) to support the sales process. • Contribute to the development and success of the Affinity (BD) client relationship building programme. • Contribute to the development of the RB approach to business winning, sharing best practice from well-established management consultancies. <p>Build long term client relationships through successful engagement delivery</p> <ul style="list-style-type: none"> • Manage client relationships to create long-lasting value, grow and strengthen depth of relationship throughout the client engagement process. • Work with the client to agree approach to programme management including success factors/KPIs, communication and engagement strategies, design and delivery of implementation process, progress reviews etc. • As a lead engagement director, establish and role model best practice. <p>Thought leadership including development of RB approach to managing complex programmes</p> <ul style="list-style-type: none"> • Provide thought leadership to develop the RB approach to programme management of complex client engagements, sharing professional experience and expertise in running large client programmes. (E.g., program setup options, identification of critical success factors, KPI accountability, ways of working, progress reporting, evaluation of client satisfaction, post engagement reviews and knowledge sharing). • Lead work to develop RB's transformation value proposition and establishment of supporting materials.

Development of team capability

- Coach and develop RB colleagues, building capability and confidence amongst the client team to explore transformation work opportunities within their accounts.
- Develop and implement strategy for extending the network of freelancers to support the delivery of complex transformation programmes.

Client Director qualities

- Be a primary mover in generating high-quality earnings
- Uphold our commitment to succeeding as a team
- Willingness to be accountable for the stewardship of the organisation

All RB staff are expected to:

- Seek opportunities to promote equity, diversity and inclusion, ensuring these considerations are at the forefront of thinking in relation to all areas of responsibility.
- Support to development of systems and processes to ensure compliance with Health and Safety legislation and GDPR regulations
- Undertake other duties as requested commensurate with their skills and experience

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree standard 	<ul style="list-style-type: none"> • Post graduate qualifications in relevant subjects e.g., MBA • Membership of relevant professional body
Knowledge and experience	<ul style="list-style-type: none"> • Strong track record of work experience in the management consultancy sector and an understanding of professional services firm business models • Proven track record in leading the delivery of complex consulting engagements. • Substantial experience of developing client relationships, building accounts and winning consultancy work in relation to organisational transformation. • Development of consulting services and defining value propositions. • Experience of knowledge sharing, training and development in consulting services 	<ul style="list-style-type: none"> • Evidence of personal sales achievement at £1m + pa
Skills/ competencies	<ul style="list-style-type: none"> • Project / programme management • Ability to design and manage business processes • Attention to detail and quality • Strong communication skills (written and spoken) • Pragmatic and commercial focus • Ability to coach and develop people 	
Personal Attributes	<ul style="list-style-type: none"> • Team working and collaboration • Ability to take tough decisions • Excellent interpersonal skills • Resilience and tenacity 	<ul style="list-style-type: none"> • An understanding and passion for how dramatic arts-based interventions can transform people and organisations.