

## **JOB DESCRIPTION**

### **Client Relationship Manager (Full-Time, Permanent)**

**Salary:** £35,000-£38,000

As Client Relationship Manager you will be the day-to-day contact for a number of key Dramatic Resources clients and strategic programmes. You will provide exceptional client service, build and nurture successful relationships with your client contacts, and develop opportunities with both existing and potential clients.

You'll have excellent written and verbal communication skills, a friendly and consultative approach to client relationships, and the ability to articulate the benefits that theatre-based training offers to business.

We specialise in inspirational communication skills training for business that draws on techniques from theatre. Working on a global scale, our clients include major international corporations and leading business schools, yet our approach is personal and friendly, with first-class service values.

The successful candidate will ideally have experience in a role with transferable skills, for example in the creative industries, events or executive education/training, and will be eager to join a small business and make this role their own, during an exciting period of growth.

### **TASKS INCLUDE:**

- To manage, and act as the main point of contact for, specific client accounts – looking after client events from end-to-end (liaising with client contacts, scheduling in-person and online training events, managing logistics and follow up)
- To respond to inbound enquiries from new and existing clients, attend client calls/meetings to understand their training needs, scope out solutions and prepare tailored proposals with the support of the Directors and Trainer Team
- To manage some on-going, strategic client programmes (e.g. large scale/rolling programmes, virtual coaching programmes)
- To provide the highest quality service delivery to clients, ensuring meticulous scheduling, organisation and communication while remaining flexible and responsive to the client's needs
- To liaise with and brief our global team of actor-trainers, ensuring they have all the information they need to deliver exceptional in-person and online training events
- To nurture client relationships, acting as a trusted partner in order to develop and expand on current work and identify new opportunities
- To manage DR's 1:1 coaching offer and lead on the development and growth of this area of work

### **PERSON SPECIFICATION:**

The successful candidate will:

- Be able to demonstrate some of the core aspects of our work in their own communication (speaking about the work with passion, authenticity and impact; able to build connection with a wide variety of people etc.)
- Be curious in others, keen to understand different industries and organisations and be interested in finding the right solution to a problem
- Have at least 2 years' experience working in a similar role, or in a role with transferable skills

- Have experience building successful relationships with clients and writing proposals or similar sales materials
- Understand the importance of absolute clarity and meticulous attention to detail when working with clients across continents and time zones
- Be personable, friendly and able to maintain positive relationships with clients and colleagues at all levels
- Have a good level of IT skills particularly Microsoft Office 365 and the ability to quickly get confident with new software
- Be comfortable working independently and creating practical systems to successfully manage workload
- Be willing to contribute to the smooth running of the small office, and happy to pitch in where needed for the show to go on!

### **WE OFFER:**

22 days holiday (plus the days between Christmas and New Year when the office is closed)

'Summer Hours' half day Fridays in July & August

A place on our Open Course and opportunities to observe our work and take part in development workshops

Theatre trips to see our team performing

A friendly and informal working environment with a team of 3 full time and one part-time staff in the office, located by Wandsworth Common, in South West London. Please note this is primarily an office-based role, with some flexibility.

### **TO APPLY**

Please send your CV with a covering letter explaining why you are the best candidate for this job, to Ruth Ingledow: [recruitment@dramaticresources.co.uk](mailto:recruitment@dramaticresources.co.uk). As we pride ourselves on the standard of our written communication, the cover letter is an important part of this process and we will not be accepting applications without one.

The closing date for applications is 6<sup>th</sup> March. Initial interviews will be held on Zoom on 8<sup>th</sup> & 9<sup>th</sup> March, with second interviews on 14<sup>th</sup> March at our office in Wandsworth Common, South West London.

### **DRAMATIC RESOURCES – COMPANY PROFILE**

Dramatic Resources specialises in inspirational communication-skills training for business that draws on techniques from the theatre. The aim is to help leaders understand the impact of their verbal and non-verbal communication in a range of business settings – meetings, presentations, negotiations, networking or when managing others - and to rehearse new behaviours to maximise their effectiveness in these situations.

### **CLIENTS**

Our clients include major global corporations such as Accenture, Adecco, Bayer, Cisco, Deloitte, Nestle, Novo Nordisk, UBS, Veolia and Visa amongst others. The directors and team are also regularly invited to deliver sessions for leading business schools, including IMD Lausanne, INSEAD Paris, IE Madrid, ESMT Berlin, Harvard and London Business Schools.

Around 75% of the company's work is outside of the UK.