



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title:** Senior Client Relations Manager

**Department/Division:** Summer School, Executive and International Programmes  
**Accountable to:** Head of Executive Education (Client Relations)

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Proven experience of securing new business (at the six and seven figure level) in a commercial sales environment	E
	Proven experience of growing and retaining business partnerships to achieve and extend agreed targets	E
	Proven experience of building long-term relationships and inspiring trust and confidence with high level stakeholders	E
	A working knowledge of sales methodology to include lead generation, solicitation, cultivation and close	E
	Understanding of, or demonstrable interest in, the higher education sector/executive education	E
	Educated to degree level or equivalent.	E
<b>Strategy and Planning</b>	Experience of creating and monitoring short-, medium- and long-term plans	E
	Performance and target driven	E
	Strategic thinker with the creativity and vision to produce bespoke and attractive propositions and proposals	E
	Ability to maintain trust, confidentiality and discretion	E
	Self-starter, able to spot opportunities, maintain focus and adapt their approach to overcome hurdles	E
<b>Communication</b>	Exceptional listening and oral communication skills; an inspiring and engaging communication style	E
	Excellent writing and public presentation skills	E
	Exceptional influencing skills, with a confident and persuasive approach.	E
<b>Liaison and Networking</b>	Ability to work with a wide range of cultures and an international client portfolio.	E



<b>Teamwork and motivation</b>	Dedicated team player with the desire to grow within an organisation	E
	Tenacious and self-motivated approach to work	E
	Capacity to be comfortable in a rapidly changing working environment and the ability to adapt to changing demands and tight deadlines	E
<b>Service delivery</b>	Highly professional, flexible and committed to going above and beyond the remit of the role to achieve and exceed targets	E
	Ability to plan and organise own workload and consistently meet deadlines, recognising when escalation is appropriate	E
	Willingness to take responsibility for tasks and outcomes, ensuring a clear brief.	E

**E – Essential: requirements without which the job could not be done.**

**D – Desirable: requirements that would enable the candidate to perform the job well.**