

## **Client Relationship Executive**

### **Job Description – June 2026**

#### **Purpose**

Work closely with the Client Relationship Manager to deliver revenue and volume budgets for core programmes and manage customer interactions to build and maintain strong relationships

#### **Client Relationship Management**

- Actively engaging with our nominees and nominators to understand their needs and provide guidance, through both written and verbal conversations
- Support onboarding of applications and ensure smooth handover to Programme Team and Finance and any Sponsors
- Review of all applications, in relation to sector balance, the right Programme for the individual and funding requirements.
- Collaborating with all Teams within WL, including Finance, Marketing, Programme Management and Alumni Relations
- Manage the enquires inbox, inputting all details onto CRM system.
- Proactive in seeking Personal Statements from potential participants to present to our Sponsors.

#### **Skills Required**

- Good verbal and written communication and interpersonal skills
- Strong relationship building
- Attention to detail and high level of accuracy and methodical working
- MS Office, especially Word and Excel
- Good communication skills
- Client engagement and experience of serving customer groups from varied and diverging international and cultural backgrounds

#### **Attainment**

- Educated to degree level or equivalent

## **Knowledge**

- An understanding of current issues facing leadership development.
- Knowledge of customer management practices
- Knowledge of sales principles and client engagement

## **Relevant Experience**

- Experience in a sales, business development and customer-facing environment;
- Experience of working within a team

## **Disposition**

- Works in a professional manner and provides strong business development aptitude to others
- Confident to speak/present to clients, either on a 121 basis or as a group
- Recognises high standard of customer-focused service
- A pro-active, energetic and flexible approach
- Patient, friendly and welcoming manner

## **Attributes**

- Future Focus
- Multi-tasking
- Organisation / planning
- Reliability
- Commercial Awareness

**Department:** Marketing and Business Development

**Reporting to:** Client Relationships Manager

**Part time:** School hours 9am – 2pm 4/5 days a week or 3 days a week 9am – 5pm

**For more information or to apply for this role please email Marion Joys:**

**Marion.Joys@windsorleadership.org.uk**