

THE : FUTURE : LABORATORY

JOB DESCRIPTION

Job title:

Client director

Department:

Client development

Reporting structure:

Role reports to: Managing director

Team members: Client directors, account managers, business development directors, business development manager, project director, project managers, resource manager, head of marketing, brand & content marketing manager, marketing assistant

Summary of company:

The Future Laboratory is a strategic foresight consultancy. Since 2001, we have prepared clients for the future by giving them the confidence to take the decisions today that will create transformative growth tomorrow. We have grown into an organisation with international reach and are headquartered in Spitalfields, London. The Future Laboratory has foresight at the heart of everything we do. As an organisation we are inspiring, knowledgeable, forthright, charismatic and independent. We believe what we deliver is unique and game-changing, and we are committed to being ethical, diverse, responsible and socially minded..

Key responsibilities:

- : Create plans and actions to nurture and grow our most valuable clients, helping our business to achieve its growth aspirations
- : Support a client-focused mentality across The Future Laboratory, demonstrating the disciplines and tools that all teams should adopt to create impact and outcomes, and meet clients' needs
- : Work with the business development team in a specific leadership role to qualify, respond to and win more Strategy projects and clients
- : Develop a client growth plan to realise our commercial targets, leading the relationships, growth and management of some of our most valuable clients
- : Apply the same principles and processes to enable members of the strategy, account, project management and management teams to do the same with tier-2 clients
- : Become a client's trusted counsellor, engaging in a broad business dialogue and speaking with authority about a client's business
- : Play a lead role in managing existing projects, identifying new briefs and overseeing the process from proposal to sign-off
- : Proactively think through complex business issues and propose potential solutions and recommendations
- : Regularly report to the managing director and where necessary the senior leadership team on the status of account plans and identify key actions to ensure constant growth and nurture client relationships

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- : Provide the client perspective and business context throughout a project to ensure the work is useful, impactful and effective
- : Think creatively about how we can continue to amaze clients through new services and ways of working
- : Engage with SLT to further push client relationships
- : Share success stories with the wider organisation and identify case studies that will further promote The Future Laboratory brand
- : Play a lead role in new business status meetings, providing updates and potential actions that could further opportunities
- : Solve problems calmly and collaboratively with the supporting team
- : Keep account teams and senior management abreast of important client conversations
- : Work with the new business team to identify areas where they can grow accounts
- : Clearly identify client expectations from the outset, communicate them to teams and ensure that deliverables meet and/or exceed expectations

Essential skills and experience:

- : Extensive experience in a senior client management role at a brand, consulting, design or advertising agency, with a proven record of growing business
- : Experience managing senior clients across various sectors globally
- : Ability to inspire and mentor junior members of the team
- : Experience with new business proposals and pitches, as well as the ability to 'close'
- : Experience working to and exceeding commercial targets and KPIs
- : Excellent interpersonal and communication skills, with the ability to communicate at all levels within a business
- : Good understanding of business and commercial practice
- : Highly organised and capable of managing multiple deadlines and stakeholders simultaneously across different time zones
- : Experience using Keynote and Excel
- : Strategic, authoritative, proactive, highly organised, empathetic, ambitious, calm and friendly