

Client Delivery Consultant

Team: Commercial Delivery

Grade: Expert 1

Responsible to: Head of Commercial Delivery

Responsible for: Instructor Training Executive, Associate and NT Engagement Executive, Delivery Advisors

Location: MHFA England central office and home working

Overall purpose of the role

To manage and develop long-term business relationships, consulting with workplace clients and applying our whole organisational approach to create healthier workplaces.

To ensure the delivery of an exceptional customer experience by working closely with the Client Development Consultants to fully understand client needs and expectations. Working with our associates to plan and deliver the implementation of our products and services in a way that achieves customers outcomes and delivers a whole organisational approach to create healthier workplaces.

Key Responsibilities

Strategy, planning & budgeting

1. Input into functional and cross-functional strategies and plans, where relevant, based on detailed understanding of Client and Community Delivery, Sectors, Clients, Revenue and Impact targets.
2. Plan own work to deliver against the functional plans and targets and any relevant cross-functional projects.

Implementation

3. Develop a pipeline of future bookings through existing clients to progress towards hitting targets and KPI's set.
4. Manage and consult with existing clients through client meetings and presentations to understand delivery needs, improve sector and customer outcomes, customer spend, customer experience and further our achievement of our 1 in 10 mission.
5. Keep records of all client contracts as required, reporting on progress of each contract. Provide data and track individual progress against targets for weekly sales report.
6. Manage customer feedback and complaints, resolving issues and reporting on progress, escalating complaints where appropriate.
7. Support and manage associate relationships to enhance the client experience and ensure that needs are fully met, managing pre-course calls and post-delivery follow up.
8. Produce a customer evaluation report of our products and services for quality of delivery as well as achievement of customer outcomes around mental health and wellbeing encouraging testimonials, case studies and PR opportunities.
9. Oversee administration relating to the sales and delivery process completing effectively and within deadlines set.

Collaboration and connectivity

10. Facilitate presentation, pitches and proposals with Client Development Consultants and attend relevant networking events and conferences.
11. Collaborate across the Team to ensure delivery of goals; whilst contributing to the wider delivery of the Directorate's strategic goals.
12. Facilitate positive relationships with other teams and work with peers across the team to support overall delivery.

13. Manage stakeholder relationships key to delivery success (internal and external).
14. Liaise with other MHFA England teams to ensure efficient and effective processing of client deliveries.

Leadership and management

15. Manage, coach and support wider team members including Executive and Support level roles.
16. Deputise for Head of Commercial Delivery in their absence.
17. Build a positive and open team culture, motivating team members.
18. Role model cultures and behaviour including best practice for self-care.
19. Provide regular feedback to individuals through agreed framework.

Other responsibilities

20. To undertake other such duties in line with the function of the post as required by MHFA England.
21. To contribute to the overall delivery of the work of the directorate as well as the goals of MHFA England.
22. Ensure that good practice, policy and brand guidelines are adhered to.
23. Deliver all work within our equality and diversity framework.
24. Agree and work towards personal performance objectives and targets and participate in regular supervision and annual performance appraisal.
25. Adhere to all our policies and processes including our code of conduct.
26. Actively participate in the wider life of MHFA England.

Person specification

	Essential	Desirable
Experience / Qualifications	<ul style="list-style-type: none"> - Experience in managing high levels of satisfaction in the delivery of services to customers. - Proven track record in retaining clients and driving repeat bookings. - Experience with working with a CRM system. - Work in a busy, driven environment where the customer is at the heart of what you do. 	<ul style="list-style-type: none"> - Experience of working in a commercial relationship management role. - Experience in writing and presenting client pitches and proposals. - Experience of building relationships with a range of sectors including private, public and communities. - Experience of managing own workload with conflicting priorities.
Knowledge	<ul style="list-style-type: none"> - Knowledge of mental health and wellbeing best practice within organisations. - Understanding of what makes an exceptional customer experience. 	<ul style="list-style-type: none"> - Knowledge of wider organisational best practice such as HR, employee engagement, L&D, diversity, health & safety etc.
Skills/ Abilities	<ul style="list-style-type: none"> - Presentation skills. - Strong interpersonal skills and ability to network and build relationships with clients. - Successful history of managing key client relationships and retaining clients. 	<ul style="list-style-type: none"> - Ability to manage multiple stakeholder relationships and projects. - Data management and reporting.



	Essential	Desirable
	<ul style="list-style-type: none"> - Commercially aware with good business acumen and financial awareness. - Ability to communicate to all levels both internally and externally. - Ability to pitch and present services and products in order to generate sales. - Works collaboratively. - Effectively manages projects. - Ability to persuade and influence internal and external stakeholders. 	
Competencies	<ul style="list-style-type: none"> - Self-aware and emotionally resilient. - Excellent communicator who can work well as part of a team and independently. - Approachable and flexible around workstream and workloads. - Evidence of being results-driven, setting and achieving targets. - Ability to form excellent working relationships and work together to solve complex problems. 	
Core Beliefs	<p>At MHFA England we would like for all applicants and staff members to hold shared fundamental beliefs such as:</p> <ul style="list-style-type: none"> - Equal opportunities for all - Working collaboratively instead of siloed - Ability to learn and grow – taking on new ideas - Compassion and empathy 	



MHFA England

Living our values	Making good decisions to deliver strong results	Effective engagement and communication	Building healthy relationships and a sense of belonging	Learning from our mistakes and successes
<ul style="list-style-type: none"> ➤ Inspires, motivates, coaches and supports teams members to be engaged and highly performing and role models culture values behaviours ➤ Is authentic, brings whole self to work and encourages others to do the same ➤ Is mindful, listens with empathy/EQ ➤ Actively champions and advocates mental health and wellbeing, diversity and inclusion ➤ Actively empowers staff and encourages distributed leadership 	<ul style="list-style-type: none"> ➤ Takes responsibility for making and implementing unbiased decisions ➤ Is flexible and responsive as priorities and requirements change ➤ Effectively seeks solutions and solves problems, empowering others to do the same ➤ Supports others in their decision-making and problem solving ➤ Engages the team in planning and decision-making where appropriate ➤ Empowers the team and places trust in them to take ownership, make decisions and deliver results ➤ Passionate and skilled at coaching others, challenging them to improve and managing performance 	<ul style="list-style-type: none"> ➤ Is approachable, clear and assertive ➤ Cascades important and relevant information to team and others clearly and swiftly ➤ Tailors communication and influencing style accordingly ➤ Listens to and empathises with others to understand the root of situations before responding ➤ Proactively shares knowledge and information 	<ul style="list-style-type: none"> ➤ Role models effective, mutually supportive teamwork with colleagues ➤ Effectively manages the expectations of others, gaining buy-in where required ➤ Builds and invests in relationships across the organisation ➤ Uses awareness of how own team fits within the wider organisation to find solutions ➤ Understands the team and works to their strengths ➤ Advocates upwards for team members ➤ Builds and encourages team spirit and wellbeing ➤ Supports others in adapting to change 	<ul style="list-style-type: none"> ➤ Demonstrates creativity in order to improve how things are done in own area of work ➤ Takes an entrepreneurial approach to improving how we do things ➤ Consistently seeks opportunities to enhance own development and build expertise ➤ Role models a positive and constructive approach to giving and receiving feedback ➤ Encourages team members to innovate and improve the way they do things ➤ Embraces change and demonstrates flexibility in adapting to it, and helps others to see the benefits and opportunities