Client Partner  
Role Profile

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| **Role Title:** | Client Partner |
| **Reports to:** | Account Director |
| **Direct Reports:** | Candidate Management Specialists/Candidate Engagement Specialists |
| **Position Type:** | Permanent/full time (37.5 hours/week) |
| **Business Area:** | Resourcing Services |
| **Location:** | Hybrid – home and Newbury |
| **Date Created/Revised:** | May 2022 |
| **Main Purpose of the Role:** | |
| * A key member of the Resourcing Services team, ultimately responsible for the successful delivery of client campaigns. * Managing all aspects of client service delivery and candidate management, reporting into a Resourcing Services Director and supported on a day to day basis by an experienced team of Candidate Engagement and Candidate Management Specialists. | |
| **Role Responsibilities/Activities:** | |
| * Own the client relationships, working with the clients’ recruitment teams and Amberjack subject matter experts. Working with the client at an operational level while ensuring all SLAs are met and processes adhered to * Responsible for all key aspects of project management, including: agreeing key deliverables with clients at the beginning and understanding the scope of work and its value; creating robust project plans for both implementation and delivery phases, including identifying the necessary resource required and working with Resourcing Services Director to manage that resource * Work with our Applicant Tracking System tool, Ambertrack (and in some cases third party systems), and colleagues in the Technical Operations team to understand the system requirements for each campaign * Produce pipeline reports and analysis on a weekly basis, ensuring the campaign is delivering against the commercial forecast. Identify any issues or actions following discussion with your manager. Run weekly pipeline meetings with your clients and spend time on their site * Focus on ensuring client delight and an exceptional candidate experience through outstanding service delivery * Mentor a team of Candidate Management and Engagement Specialists; managing any issues in a positive, timely manner * Manage contract fulfilment against budget, identifying any new revenue opportunity to enhance client delivery | |
| **Key Relationships (internal/external)** | |
| **Internal:**   * Resourcing Services Director * Candidate Management Specialists * Candidate Engagement Specialists * Technical Operations Team   **External:**   * Client contacts * External partners where relevant | |
| **Key Qualifications, Knowledge, Experience, Skills and Competencies required:** | |
| Knowledge/Experience/Skills:   * HR Business Partner background and/or an understanding and demonstrable knowledge of the full recruitment cycle, from attraction through to onboarding – ideally gained in the Recruitment Process Outsourcing sector (RPO) or other recruitment services * Previous experience of managing and delivering recruitment and selection projects (or similar); ideally within a high-volume environment * Experience of transacting recruitment activities via on-line recruitment systems * Exceptional project management skills * An understanding of the dynamics of client relationship management and the importance of superior service delivery * Excellent client focus and relationship management skills * Motivation to deliver exceptional service to clients and candidates alike * Experience of transacting recruitment activities via online recruitment systems * Experience of commercial and budget management with the ability to manage contract fulfilment * Proficiency in MS Office – Word, Excel and PowerPoint * Excellent organisational and time management skills * A high degree of accuracy and attention to detail * Experience of managing small teams * The ability to effectively prioritise and execute tasks in a high-pressured environment * Excellent written, oral and interpersonal communication skills * The ability to prioritise and effectively execute tasks even when under pressure   Competencies:   * Exceptional communicator with great listening skills * Highly self-motivated and able to skilfully think in high pressurised situations * Positively embraces change and bounces back from challenges * Continuously challenges and develops themselves and others * Able to make decisions autonomously and recognises the impact of deadlines * Confidently presents in front of others * Able to positively mentor others * Actively builds trust with client stakeholders | |