

BOARD INTELLIGENCE

Senior Client Relationship Manager

Role Specification & Candidate Profile



BOARD
INTELLIGENCE

The Role

Our client base is growing and we're looking for a Senior Client Relationship Manager to join our Corporate Market team.

The Corporate market represents a significant amount of our Annual Recurring Revenue (ARR) and we're poised for substantial further growth here – as a result, we're looking to grow the team. Reporting into the Corporate Market Director, you will play a lead role in serving, renewing and growing a portfolio of clients.

WHAT WILL YOU BE RESPONSIBLE FOR?

- Managing and growing your own book of business and portfolio of ~50 accounts
- Onboarding, maintaining and retaining accounts, nurturing clients throughout their contract and renewal
- Leading and designing detailed account plans, to unlock account growth and cross-sell opportunities by exploring the client's operating environment and priorities
- Building relationships with our key client stakeholders (i.e. Company Secretaries and governance teams, CEOs, CFOs, Chairman, Board Directors)
- Delivering client training and sharing best practice on board reporting
- Identifying and generating referrals from existing customers
- Maintaining up-to-date knowledge of competitors and the client market
- Supporting the marketing team with high quality thought leadership (i.e. written content and events)

WHAT ARE WE LOOKING FOR?

- Has a track record of owning a portfolio of clients and delivering against growth targets
- Has high levels of EQ and the ability to build relationships with senior stakeholders

- Has gravitas and feels confident presenting to board-level directors
- Has strong project management skills and the ability and tenacity to navigate complex roll-outs
- Is commercially minded with an entrepreneurial drive and 'can do' attitude
- Enjoys networking with clients and prospects to deepen relationships
- Is committed to delivering the best quality of service to their clients
- Has exceptional attention to detail and standards
- Contributes ideas for the improvement of the team and internal processes
- Is an ambassador for the business, living and breathing the Board Intelligence principles and standards

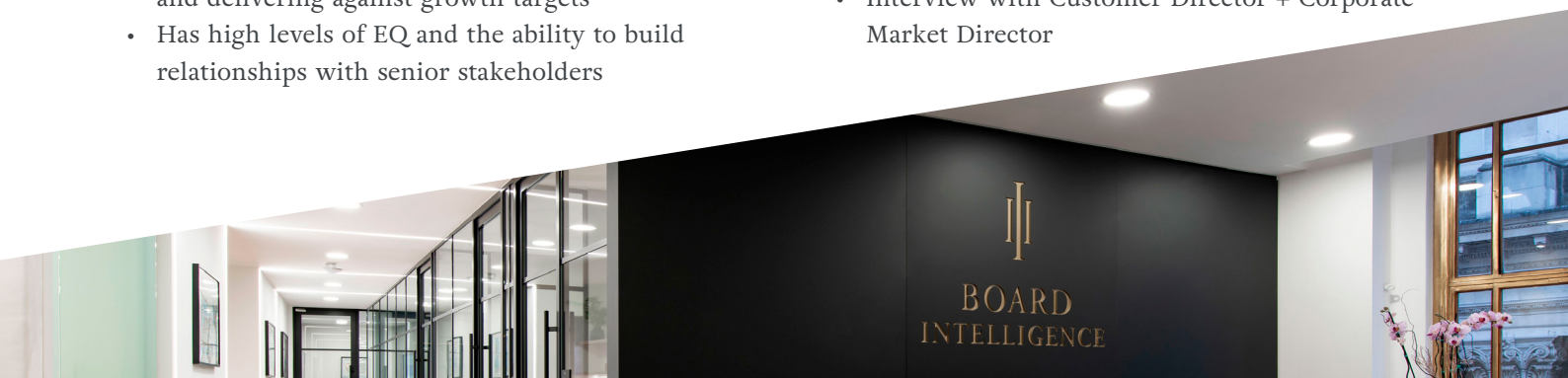
An understanding of corporate governance landscape is beneficial, but not necessary. Previous experience in senior executive stakeholder client management, and a track record of client growth is critical.

You will be based with our Corporate Team at our London office, but will be required to travel to client sites across the UK.

WHAT'S OUR RECRUITMENT PROCESS?

We know there are lots of great opportunities out there, so we don't hang about. We'll make our decision quickly and our recruitment process will be:

- CV screening
- Interview with COO / Customer Director
- Interview with Customer Director + Corporate Market Director



About us

THE TEAM

Our Customer Team is 35 and counting, spanning Marketing & Events, Business Development, Customer Success, Specialist Delivery and BI24.

Our backgrounds are varied and together we ensure our network, prospects and clients have a fantastic experience with us – from the exploration of initial interest, through to a slick and professional sales process, tailored platform onboarding and value-add throughout the client lifecycle.

THE COMPANY

Board Intelligence is a rapidly growing Software as a Service (SaaS) business, pioneering a service that drives board effectiveness for decision makers and directors. We've been helping boards to make smarter, faster decisions for 16 years and we've been turning that knowledge into software for seven years. With over 14,000 users engaged on our platform, we work with FTSE 100s, large privately owned companies, public sector and government departments, and have delivered ~50% YOY growth over the past five years.

We're 70 people today and growing fast. As we grow, we're fiercely protective of our friendly, high performing culture. With over 13 nationalities represented, the team is diverse and friendly, and most days you'll find a group of us getting lunch together.

We're owner-managed and remain in control of our own decision making and destiny. Many of us, including our founders, have young (or not so young) families, so we know the value of a supportive company. And all of us like to have fun, so our regular company socials, Friday drinks, away days and lunch & learns are always a highlight.

THE OFFICE

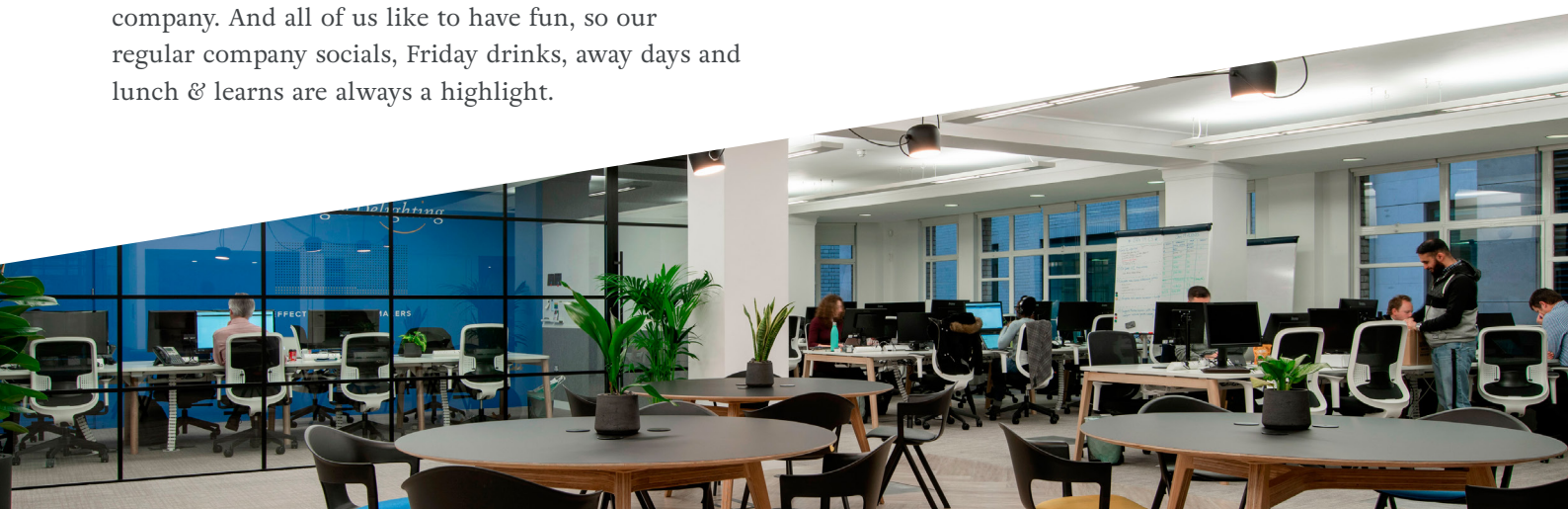
Most of the company are based in our London office, but we have a small team in Hong Kong who help to provide 24/7 support to our clients.

Our London office is in the heart of the City. It's brand new, with a sleek fit out, great communal kitchen and lots of meeting rooms and booths, so you can always find the space you need. A stone's throw from Bank Station (Central Line, Northern Line, Waterloo & City, DLR), the office is also minutes from Cannon Street and Moorgate Station, and not far from Liverpool Street or London Bridge. We have the Royal Exchange on our doorstep and are spoilt for choice for lunch options and after work drinks venues, as well as gyms for those who want a bit of balance.

THE DETAILS

We pride ourselves on our great working environment and package. Here's some of what's on offer:

- Competitive salary & pension scheme
- Uncapped commission
- Bupa health & dental cover
- Daily breakfast, drinks, fruit and snacks
- Regular training & development, mini MBA series, lunch & learns
- Travel card loan & cycle to work scheme
- Competitive parental policies



Contact



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