

Job Description

Job title: Client Solutions Manager	Team: Commercial
Reports to: Head of Client Solutions	Location: Field Based
<ul style="list-style-type: none">• Job purpose: The Client Solutions Lead works with the Commercial team to identify and develop new, revenue-generating opportunities from inbound enquiries and identified prospective and lapsed clients. They are responsible for converting inbound leads to revenue-generating clients, and for identifying and engaging appropriate contacts at prospective clients, and progressing project opportunities through to conversion. The CSL has a defined revenue target.	
Key accountabilities and responsibilities: <ul style="list-style-type: none">• Responsible for progressing and converting qualified inbound leads to Bloom, working in partnership with the New Business Executive and Client Solutions Director as appropriate• Responsible for identifying and developing new business opportunities for Bloom from prospect customers (buyers and suppliers), using data to prioritise and create target prospect lists• Follow up allocated incoming leads generated via marketing activity, achieving new project targets for each individual campaign• Create and maintain Stakeholder Maps for target organisations, developing relationships with category specific stakeholders to deliver growth across multiple project streams• Develop a strong professional network across our target sectors• Partner with suppliers to identify opportunities for joint business development activity• Provide professional knowledge and expertise to guide new Customers through the onboarding process	Skills, know-how and experience: Must have: <ul style="list-style-type: none">• Displays behaviours in line with our values and always strives to deliver an outstanding customer experience• Demonstrable consultative business development experience• A solutions-focused approach to business development and the ability to translate data & insights into tailored solutions for individual customers• Excellent commercial awareness, business acumen, analytical and numerate skills• Excellent written, verbal and presentation communication skills with an ability to influence and persuade others effectively at all levels to C-suite• Excellent interpersonal and leadership skills and ability to engage and collaborate at all levels and establish credibility with peers and senior leaders• Able to make decisions, problems solve and take a pro-active approach to work Preferred: <ul style="list-style-type: none">• Demonstrable knowledge and experience of working with public sector customers

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<ul style="list-style-type: none"> • Ensure all internal and external stakeholders are fully informed on all aspects relating to a new Customer • Full compliance with Sugar CRM updates in line with customer journey • Maintenance of sales pipeline including likelihood of conversion / date • Monthly KPI reporting 	<ul style="list-style-type: none"> • Knowledge of technical, legislative and regulatory frameworks affecting the public sector <p>Technical / professional qualifications:</p> <ul style="list-style-type: none"> • None
<p>Key performance indicators: (max. 5)</p> <ul style="list-style-type: none"> • Overall Bloom operating profit performance against target • Individual revenue target • Inbound lead and marketing qualified lead conversion rate • Strong current and future pipeline in line with target 	<p>Direct reports:</p> <ul style="list-style-type: none"> • None

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties.