



Opportunity  
Client and Project Lead

# Client and Project Lead

Coachmatch positively impacts business results by transforming organisations' performance and culture. Whether a culture change programme engaging thousands of people over two years; a six month developmental experience to transform the mind-set and leadership of a CEOs hand-picked "top 50" next generation leaders; or delivering a roadshow of 20 events in a two week period across the country to support 750 first line managers to effectively communicate strategic change; Coachmatch deliver transformational results with style, and our Client Services Team are pivotal to our success.

As a Client and Project Lead you will have multiple responsibilities. You might be the lead project manager on a leadership development programme, and, the Client Relationship Manager for a client who has contracted with us for an Executive Coaching programme, and, be supporting your colleagues on their projects and with their clients. Flexibility, and collaborative working is absolutely key.

Your success will come through building strong relationships with your colleagues and clients, and by quickly establishing high levels of trust by doing what you say you will do. You are very organised, forward thinking, and a quick learner.

You pay close attention to detail and quality to ensure we deliver an outstanding customer experience. You take personal ownership and great pride in what you do and drive projects from first proposal through to delivery and final evaluation of customer impact and satisfaction.

## Key Accountabilities

- Support the preparation of high quality proposals for new work.
- Manage a client management plan to ensure our clients receive a superb service.
- Manage our diverse and creative projects from beginning to end, tracking delivery, progress, and budget.
- Produce customer facing materials to a professional standard including print, presentations, and online content.
- Ensure all stakeholders are kept up to date and fully aware of deliverables, deadlines, and responsibilities.
- Manage and track event logistics ensuring the right people are in the right place at the right time, aware of their outcomes, and with the right resources to achieve them.
- Collecting feedback and evaluation on an on-going basis ensuring we deliver an outstanding customer experience and addressing any service issues in a timely and professional way.
- Collate and analyse MI to spot trends, opportunities and risks, and to drive continuous improvement for your clients and for Coachmatch.

You will have excellent spoken and written communication skills, and you can challenge confidently and diplomatically where required. We expect you to be superb at managing multiple stakeholders, and working collaboratively to meet tight deadlines.

You will be able to demonstrate excellent project management skills in managing multiple series of events and support activities. You'll also be able to show us your strong IT skills to produce documents to a high professional client facing standard, and your expertise in managing budgets with precision.

We expect that you will have gained these skills in an in-house HR/L&D role; in consultancy; or in event management, marketing, or PR. Experience of client relationship management in a high value, service related business is essential.

To apply for this role please email a CV and covering letter to [recruitment@coachmatch.co.uk](mailto:recruitment@coachmatch.co.uk)