

**Position: Senior Manager, Client Delivery (full-time)**

**Location: Sydney + travel when required**

**Role purpose:**

*As part of Inking's Program's team, the purpose of this role is to create raving fans by providing outstanding client management to our corporate clients and project direction and delivery of our leadership and coaching programs. This role will utilise skills as a leadership development expert to lead the development and delivery of our programs and the drive high performance of the programs team to enable Inking to grow and further embed as a leader in the market.*

Outcomes	Responsibilities	Rating	Comments
<p><b>Drive program outcomes (60%)</b></p>	<ul style="list-style-type: none"> <li>• Lead the delivery of our leadership, talent and culture programs in line with Inking processes and expected timeframes to ensure we deliver outstanding outcomes and exceed client expectations</li> <li>• Lead the design and development of Inking leadership, talent and culture programs with the CEO</li> <li>• Ensure Inking content is refreshed and updated in line with best practice and evidence-based research and is aligned to our strategy</li> <li>• Coach and mentor Inking Program team members on all allocated projects</li> <li>• Ensure Inking programs are templated and regularly refreshed in line with Inking best practice</li> <li>• Ensure direct inquiries from Client Sponsors and Leads are responded to within 24 hours</li> <li>• Achieve a 4+ average for Coaching and Facilitation scoring from participants</li> <li>• Achieve a 4+ average for Project Direction from clients</li> <li>• Achieve a Net Promoter Score of 70+ from clients and participants on all program delivery</li> <li>• Achieve set profit margin for allocated PD projects</li> </ul>		
<p><b>Drive high performance (10%)</b></p>	<ul style="list-style-type: none"> <li>• Directly manage a small team of coaches/facilitators and/or Program Managers</li> <li>• Run the weekly Program Team meeting (with other Senior Managers)</li> <li>• Contribute to thinking around best practice people leadership at Inking</li> <li>• Conduct fortnightly 1:1 with the Programs team DRs</li> <li>• Conduct bi-annual Chat and Grow conversations with DRs</li> <li>• Contribute to annual 360 Chat and Grow feedback process</li> <li>• Provide regular and ongoing feedback to all Inking team members</li> </ul>		
<p><b>Manage client relationships (20%)</b></p>	<ul style="list-style-type: none"> <li>• Own the relationship with key clients and ensure they receive outstanding customer service and support in line with our Client Management Score Card</li> <li>• Lead the development and delivery of proposals and pitches to existing clients</li> <li>• Extend Inking network and reach within allocated clients</li> <li>• Ensure all client data is accurately captured and input in a timely manner</li> <li>• Achieve sales targets of repeat business with allocated clients</li> </ul>		

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Outcomes	Responsibilities	Rating	Comments
<p><b>Contribute to Inking (10%)</b></p>	<ul style="list-style-type: none"> <li>Attend and contribute to both team and all of business internal meetings</li> <li>Contribute to thinking on strategy and direction of Inking</li> <li>Drive thinking on future development of Inking content and offerings</li> <li>Contribute to thinking around program systems and processes</li> <li>Support thought leadership initiatives such as webinars, blogs, videos for our community</li> <li>Supports internal recruitment through referrals and playing a role in the process where needed</li> </ul>		

**Qualifications/experience**

- **Essential:** 5+ years experience in development and delivery of leadership, talent and culture programs in a corporate environment
- **Essential:** Experience in a consulting environment
- **Preferred:** Coaching and/or psychology qualification
- **Preferred:** Previous experience in people leadership and client management

**Key competencies**

**Personal capability**

- **Impeccable honesty and integrity:** Does not cut corners. Earns trust and maintains confidences.
- **Analytical thinking:** Gathers and draws on accurate and relevant information as a basis for decisions. Has the ability to analyse complex information, evaluate and make informed decisions and recommendations.
- **Innovates:** Works to improve new ideas and comes up with creative and sustainable solutions to problems. Constructively challenges the usual approach to find better ways of doing things that meet business and client needs.
- **Learning agility:** Has the ability to think, work and pick things up quickly. Loves to learn and apply new things. Seeks feedback and looks for development opportunities.
- **Self aware:** Understands self and emotions and how to manage these so to not negatively impact others.
- **Self-awareness and self-development:** Does the self-work required to be a world-class facilitator, is well-read and researched in psychology and behavioural science. Is pro-active in their own personal/professional development pathway. Can confidently able to share their learnings where and when appropriate. Operates at all times from a high performance mindset and is comfortable delivering and receiving developmental feedback.

**Leads results**

- **Delivers:** Consistently meets or exceed commitments and expectations. Seamlessly manage stakeholders expectations. Explores what is expected. Meets goals and/or deadlines.
- **Establishes stretch goals:** Maintain high standards of performance. Collaborate with team members to gain buy-in and approach to achieving stretch goals.
- **Takes initiative:** Follows through on commitments. Anticipate and respond to risks or opportunities before they impact business or team performance.
- **Self reliant:** Make effective decisions despite short timelines and pressure with a consideration of both client, business and team needs. Seek input and involvement from others in decision activities that may affect them.
- **Adaptability:** Able to respond positively to changing priorities. Thrives in new and uncertain situations. Seeks out additional detail when required. Take appropriate risks to drive business results. Be willing to take risks and try new approaches

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### Interpersonal skills

- **Outstanding communication skills:** Is able to build rapport very quickly with a range of people, including high-level leaders. Is confident, dynamic, energetic and engaging when speaking and presenting. Use strong writing and verbal skills to communicate to others.
- **Authenticity:** Has the courage to show up as their true selves at work. They will celebrate their own uniqueness while also looking for common ground in others.
- **Active listening:** Able to deeply listen to what is being said and demonstrate that they 'get it'.
- **Inspires and develops others:** Motivate and inspires others to achieve their best. Provides informal coaching and people leadership. Provides honest and open feedback in a helpful and constructive way.
- **Team player:** Works to collaborate with team members and the broader business to drive cohesiveness and a culture of generosity and collaboration. Always prepared to ask, "where can I add further value".
- **Strong relationship building skills:** Able to build rapport quickly and deep and meaningful relationships that are founded on trust and mutual respect. Handles difficult situations constructively and tactfully.
- **Values diversity:** Encourages open discussions of problems and differences of opinions. Builds an inclusive climate of trust and appreciation for those who think differently and come with different backgrounds. Demonstrates an appreciation and openness to differences in thoughts, styles and backgrounds.

### Business and Client Management:

- **Client management:** Demonstrate the ability to represent Inking to current and potential clients and to key groups outside. Be recognised as a trusted advisor by clients. Take account of the external environment and emerging research to ensure that our service offerings remain relevant
- **Develops strategic perspective:** Know how their work relates to Inking's business strategy. Propose and shape initiatives that become part of Inking's strategic plan. Connect the team with Inking's strategy and their role in it. Demonstrate forward thinking about relevant issues.
- **Commercial acumen:** An eagerness to contribute to discussions about the business.
- **Proactivity:** Comfortable taking responsibility. Brings new ideas to the company.

Culture Fit

We are high performing business with a courageous culture. All team members live by our values and behaviour

# Our values and behaviours

## GROWTH

*Lean into discomfort*

We provide ongoing feedback to colleagues on strengths and opportunities for improvement

We commit to weekly or fortnightly 1:1s

We conduct Chat and Grow conversations twice a year

We welcome and ask for 360 feedback (we want it in all directions) formally and informally

We take individual PD that clearly demonstrates growth and supports Inklings strategy

We send all team members on our public programs

We offer in-house coaching to our team from our coaches

We run fortnightly learning sessions

We take initiative to help Inklings grow in line with our strategy

We have courageous conversations

We operate from a growth mindset during times of uncertainty, change and difficulty

## AUTHENTICITY

*Take off the armour*

We say what needs to be said, when it needs to be said

We check in with others when I sense they are not being themselves

We are open and curious about opinions that are different from our own

We contribute our ideas and opinions and seek them from others

We welcome being challenged and challenging others but never intimidate or talk others down for their views

We address any concerns about ethics and integrity promptly and with professionalism

We will not tolerate back channeling or talking about others in a non-constructive way

We will not tolerate dishonesty or lack of integrity and it will be discussed and addressed immediately

We ask for help when we need it

## CONNECTION

*Go deep*

We make the effort to connect with our colleagues and clients to see how they are doing (+ outside of work-related issues)

We take responsibility for our own self-care so we can be the best version of ourselves for others

We are curious, constructive and caring in our communication

We offer a quarterly team connection fund to support deep and genuine connection

We come together as a group once a month

We encourage our colleagues

We show care for each other

We do not tolerate passive aggressive communication, shaming or blaming others

We take responsibility for knowing and communicating our own needs and acknowledge that resentment is borne out of not honouring our own needs

## OWNERSHIP

*We are accountable and reliable*

We honour our individual commitments to our colleagues, our clients and to Inklings

We use time and resources thoughtfully and respectfully

We take responsibility for our individual actions, decisions and deliverables and own our mistakes

We hold each other accountable to agreed commitments, standards and behaviours

We take responsibility for our individual energy that we bring to work

We behave in a respectful and honourable ways towards our colleagues and clients

We regularly report our priorities and how we are tracking

We are clear on our strategy, plan and individual priorities and ask when we are not