

Client Partner - Education

Attractions & Communications

Hiring Manager: Jane Johns

If you'd like to have a confidential conversation about this role,
please email jane.johns@Penna.com



Penna

ABOUT THE ROLE

Brief

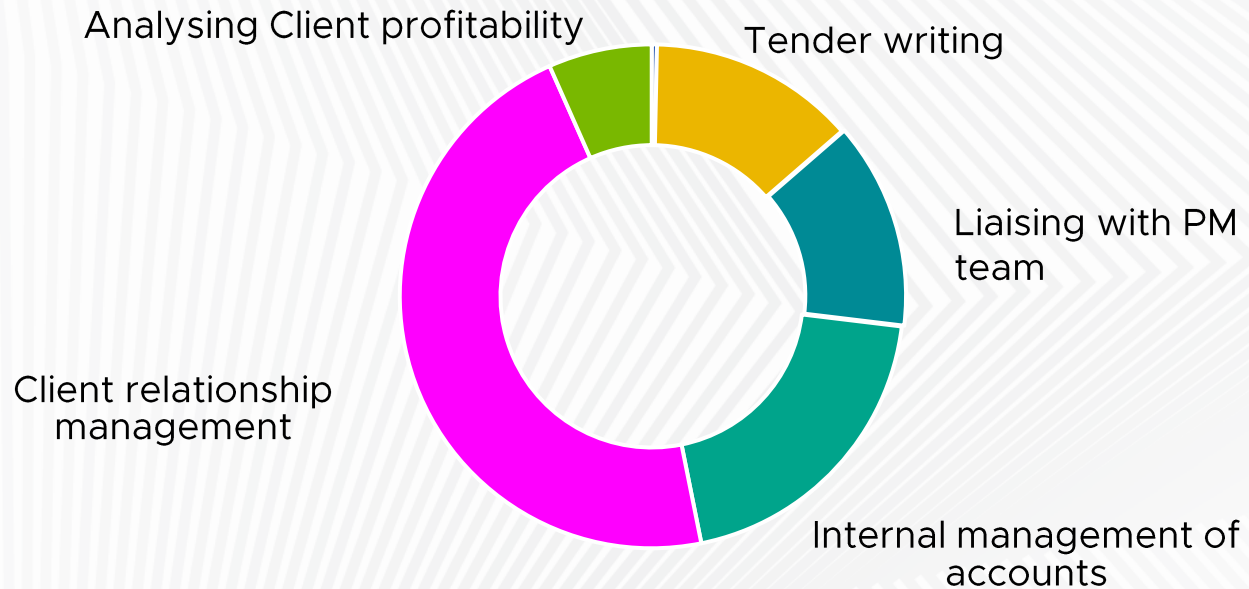
- The Education team at Penna are a seven strong team who are all experts in higher education with differing levels of expertise and experience. The one thing that unites us is our love of working together and in very close partnership with all of our current university clients. We have super varied days... flying to Aberdeen one day followed by calls to Northampton the next sandwiched in between internal calls and meetings.
- We are looking for someone to complement and enhance our offering to the HE sector – someone who will be a good fit for our team and have a very consultative approach towards clients.
- It will be a lead role in the team but the expectancy to work alongside the existing team in a very open and flexible way is key.

Role Purpose

- To lead the team client side from a strategic viewpoint
- To act as a mentor for existing team members both internally and externally facing
- Ability to cope with ever changing deadlines whilst still delivering robust strategies and cogent internal briefs
- Willingness to become familiar with new and emerging technologies, markets and channels.
- Flexible approach to client travel and structured contact client side
- Analyse revenue strands, ensuring that margins remain at the expected levels whilst unearthing new revenue strands
- Written participation in written proposals for current and prospective clients (tenders)

WHAT YOU'LL DO

A typical week might be



KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Heads of Marketing	Lead contact
Faculty marketers and other key internal stakeholders	Key internal relationships

PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

- Microsoft Word, Excel and Outlook
- Ability to work as part of a team
- Excellent interpersonal skills
- Professional manner
- Customer/Client care
- Data capture on multiple systems
- High level of attention to detail/accuracy
- Excellent organisational skills
- Tenacity and commitment to delivering a quality service
- Strong and professional communication skills
- Ability to manage multiple projects, requests and prioritise
- Ability to review information and précis key details
- A “Can-Do” attitude
- Pace and focus during busy periods
- Ability to work on own initiative with minimal supervision and guidance
- Polite, professional and highly efficient
- Some knowledge of invoicing procedures desirable
- Supports Penna work ethics and behaviours and actively seeks to understand the wider Penna business

PENNA'S COMMITMENT

We are a family at Penna and believe in fairness and equality across all approaches to recruitment, development, opportunity, and responsibility.

Diversity Promise

Our promise is to organise our services in a way that is universally accessible and useful for everyone. To do that well, we believe we need to create and sustain a workforce that's more representative of the candidates and clients we serve.

Penna is committed to creating a diverse and inclusive workforce that respects and embraces difference. Our employees and our company thrive when we get this right. We aim to create a workplace that celebrates the diversity of our employees, clients, and the contractors we work with. We will endeavour to create recruitment solutions that work for everyone by including perspectives from backgrounds that vary by race, ethnicity, social background, religion, gender, age, disability, sexual orientation and national origin.

Our internal programmes and external work with our clients make us proud to be an Equal Opportunity and Inclusive Employer.

If you have a disability or health condition that requires accommodation or reasonable adjustments made during the recruitment process, please let us know by emailing people@penna.com.

Our full guidance and commitment to your application and how we may use your personal information during the application process can be found here: <https://www.penna.com/candidate-care/> and <https://www.penna.com/privacy-policy>

Together we are better, together we are Penna.

PENNA BEHAVIOURS

We all aspire and work towards demonstrating the behaviours consistent with the Family values; Accountable, Supportive, Collaborative and Inspiring as listed below:

ACCOUNTABLE Does what they say they will do	<ul style="list-style-type: none">• Builds open, honest and realistic relationships with customers and colleagues• Reliable and acts with integrity• Determined and passionate about delivery of the best• Accountable and inclusive
SUPPORTIVE Creates an environment where people can give of their best	<ul style="list-style-type: none">• Seeks to understand the needs and concerns of others• Creates a learning environment• Seeks feedback from other in order to learn and develop• Inspires others to achieve their goals
COLLABORATIVE Works as part of one team	<ul style="list-style-type: none">• Pulls together to put the customer first• Support colleagues without waiting to be asked• Helps others succeed and celebrate their success• Actively looks to break down barriers and finds ways to work together
INSPIRING Creates new possibilities	<ul style="list-style-type: none">• Comes to work to make a difference, sets high goals and gives 100% personal energy• Believes in what we do and demonstrates this through actions• Regularly challenges thinking and is open to new ideas and ways of working• Has ambition and confidence to do things in new ways and to create and deliver inspirational solutions