

Client Delivery Manager

Attractions & Communications

Hiring Manager: Sophie Burns / David Hickling

If you'd like to have a confidential conversation about this role, please email your CV and covering letter to sophie.burns@Penna.com and david.hickling@penna.com



Penna

ABOUT THE ROLE

We're Penna, an award-winning organisation that helps others to recruit the best people. As specialists, we know how tricky all of this can be. Which is where our Attraction and Project Management team comes in. We're here to make sure that our clients attract the best people and we do this through creative advertising.

We're looking for a maternity cover to help support our EDI Outreach team dedicated to an important Penna client. Our team is responsible for improving Equality, Diversity and Inclusion and we are delivering a very long term strategy for our client. Key aspects of this strategy involve events attendance and sponsorship and we're looking for someone who will enjoy variety as no two days will be the same.

You'll need experience of working with others, managing relationships, project delivery and billings. We are looking for self starters who can take control of projects but who work as part of a team and will seek guidance and support.

Just like us, you'll always be focused on providing the right solution. With this mindset, you'll create valued relationships with our clients, and partners enhancing both Penna's and our client's reputation. And in return, you'll work with a friendly, supportive team and enjoy all the benefits you'd expect from an organisation with a global network.

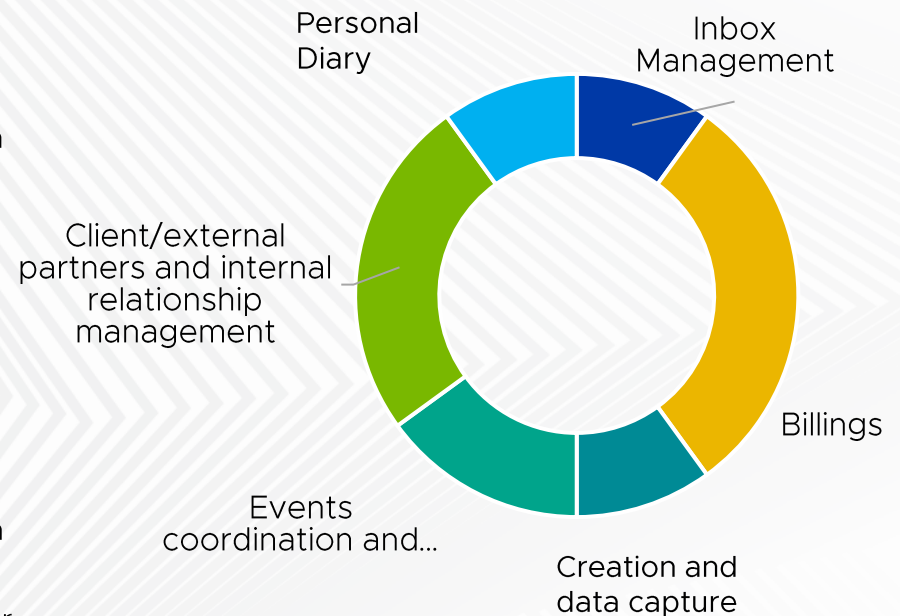
Role Purpose

- Provide a delivery function as part of the EDI Outreach team
- Liaise with key partners, both media and events, to establish opportunities and offers for the client
- Provide recommendations in line with the overall strategy and seek support from the wider team where required
- Manage end to end projects from inception to completion – i.e. awards sponsorship, brochure sponsorship
- Provide support to the wider team to facilitate virtual events where required
- Build long term relationships with partners, such as unis, schools, and external organisations
- Manage and support incoming recruitment projects from internal colleagues around Penna, client partners and clients alike to ensure satisfaction delivery from start to finish meeting client expectations.

WHAT YOU'LL DO

- Provide research and information on organisations that are offering relevant events or partnerships for our client
- Play a part in managing the overall events diary, working closely with another CDMs and support with the management of the Outreach inbox
- Responsible for effective delivery of creative on your projects, seeking help when you need it and second opinions
- Able to handle high level contacts which require professional, high touch communication and relationship building
- To maintain point of contact with clients to ensure they receive regular communication and updates
- To be accountable for the day to day, successful delivery of your projects and the wider team projects
- Working closely with colleagues across the wider business (creative, strategy, EDI and MR), as appropriate, to design and deliver the most effective solution for client needs
- Attend meetings with clients to stay up to date and engaged, leading on your projects
- Play a part in internal meetings, keeping the wider team updated on your progress and ensuring that overall we are all working to the strategy
- Managing billings effectively
- Create surveys and capture data from these
- Adaptable to change, this is a growing and developing area and contract.

A typical week might be



KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Sophie Burns/David Hickling	Direct line manager
Client Partners, Project Managers, Strategy, Creative, EDI Lead, MR	Key internal relationships
Client EDI team	Key client contacts
External Organisations (for external events, partnerships and sponsorships)	Key external contacts

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
- 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.

Difference is what unites us, diverse views and identities are what drives our innovation and inclusive culture.

All individuals are recruited on merit and we do not discriminate against anyone based on race, colour, ancestry, religion, sex, national origin, sexual orientation, gender identity, age, marital or family status, disability, Veteran status, and any other protected group.

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 long-term 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>

PENNA BEHAVIOURS

All employees within Penna must demonstrate behaviours consistent with the corporate values; Accountable, Supportive, Collaborative and Inspiring as listed below:

<p>ACCOUNTABLE</p> <p>Does what they say they will do</p>	<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 the best • Accountable
<p>SUPPORTIVE</p> <p>Creates an environment where people can give of their best</p>	<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
<p>COLLABORATIVE</p> <p>Works as part of one team</p>	<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
<p>INSPIRING</p> <p>Creates new possibilities</p>	<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