



Job Description – Engagement Manager

Job Element	Detail
Job Title	Engagement Manager
Reporting To	Jason Betteridge – Sales Director
Department/Location	Sales / Birmingham
Main Purpose	<p>To join Sales, Project Management, Operations, Development, Testing and Support Services together to achieve improved Business and Financial Performance. To focus on Client Relationship Management, Service Improvement and Delivery.</p> <p>Although this role doesn't have a sales target it is charged with assisting the sales teams with the identification of new opportunities in their accounts and understanding critical business driver. It also has responsibilities in developing long term relationships with existing clients.</p>
Duties & Responsibilities	<ul style="list-style-type: none">To assist multiple departments with the delivery of multiple streams of work. Ranging from large scale Enterprise engagements to smaller projects, the Service Engagement Manager will enhance our customer experience. <p>Responsible for analysing dashboard information</p>



	<p>and project information to ensure both client and internal expectations are met and where appropriate exceeded.</p> <ul style="list-style-type: none">● To understand and articulate to customers the 'Ridgian' vision. To ensure that stakeholders, client project teams, Internal departments and Development teams understand the end goal of a project and how we are going to get there.● To assist where appropriate in defining strategic business requirements and to understand complex client and user needs.● To document and distribute business requirements prior to any won engagement.● To communicate risk and highlight pre project risk to the internal resource and PMO function.● To communicate and highlight all updates to client whilst projects are running across designated accounts.● To assist the Sales teams and process by bringing together key departments and vocalising any concerns.● To continually engage clients, acting as an ambassador for Ridgian alongside the Business Development Managers thus ensuring key relationships are nurtured and developed to their full potential● Professional Service Delivery
Skills Requirement	Essential: <ul style="list-style-type: none">● Communication● Organisation● Confidence● Articulate● Business Acumen Desirable: <ul style="list-style-type: none">● Business Analysis skills



	<ul style="list-style-type: none">● Business Consulting skills● Professional Service Management or Service Performance Management skills● Development Management● Presales (within an IT related field, ideally Professional Services, Custom Development or Infrastructure)
Person Skills Requirement	<ul style="list-style-type: none">● Entrepreneurial and an instinctive individual● An individual with initiative, able to go and instigate change and follow through on commitments● Strong ownership skills with a results driven attitude● Warm and approachable● Able to engage clients at a non-technical but executive level● Able to instil confidence within the Ridgian Business● A team player but equally able to work independently● A free thinker who can bring new ideas to the table and demonstrate well thought out plans to execute them if appropriate● Ambitious● Self-motivated and self-managing
Salary & Benefits	<ul style="list-style-type: none">● Salary - £TBC● 'Influenced by' Commission● Occupational pension scheme● Death in Service - 3 x salary● Childcare Voucher Scheme● Private Medical healthcare● Flexible working conditions



Notes

This job description may be amended following consultation with the post holder and is subject to review as part of the appraisal process.

You will maintain a professional code of conduct at all times and also ensure that a strict code of confidentiality is maintained as appropriate.