

PUBLISHING TECHNOLOGY PLC**JOB DESCRIPTION****JOB TITLE: Head of Client Management (UK): Maternity Cover**

JOB REF: SOL067

DIVISION/DEPARTMENT: Scholarly Online

REPORTING TO: COO

JOB TYPE: Full Time, Maternity Cover – Fixed Term Contract

LOCATION: Oxford

PURPOSE OF JOB

We are looking to recruit a **Head of Client Management to cover Maternity Leave**. The Head of Client Management position leads our busy and dynamic UK Client Management team. The successful candidate will be an excellent communicator, a strategic thinker, have proven commercial acumen, display confidence in handling a wide range of clients, possess strong customer service skills and relish the challenge of juggling a varied workload.

The Head of Client Management is responsible for managing and developing the UK Client Management team. Proven people management and interpersonal skills are essential along with a solid background in publishing and sales. A keen interest in technology is also critical.

Key areas of focus within this role are to:

- 1) Manage, motivate and develop the UK Client Management team to perform to agreed customer service and revenue targets.
- 2) Maintain and develop relationships with Publishing Technology's publisher customers, with direct responsibility for a defined list of strategic accounts.
- 3) Maximise revenue potential according to set targets.
- 4) Provide excellent customer service and support to ensure customer retention.
- 5) Develop and drive strategy for the Client Management team in liaison with the US counterpart and COO.

KEY RESPONSIBILITIES

- Line management of the UK Client Management Team.
- Establish targets and goals for the UK Client Management team in association with the COO.
- Responsibility for UK Client Management revenue generation.
- Provision of regular reports and forecasts detailing UK Client Management activities and progress to targets.
- Liaison with US counterpart to ensure common best practice.
- Act as primary point of contact for a defined list of publisher customers.
- Respond to new development requests, proposals and Requests For Proposals.
- Attendance at industry related conferences and exhibitions (Europe).
- Detailed knowledge of company, competitor products/services and the latest developments in publishing.
- Communication of strategic issues and policy to clients.
- Ensure contracted service levels are met.
- Contract negotiations.
- Maintenance of accurate and current records of activity and status of each publisher relationship.
- Input into wider strategy for the Scholarly Division.

MAIN/CORE TASKS

- Run weekly Client Management meetings.
- Attendance at weekly management meetings.
- Forecasting.
- Ensure regular and pro-active communication with defined client list via meetings, email and phone.
- Respond to incoming queries from publishers with support from Assistant Client Managers.
- Facilitation of the Client Management communication/marketing plan.
- Creation of invoice requests for all sales activity.
- Preparation of quotes for new services.
- Negotiation of new contracts plus addendums for new services.
- Provision of regular progress updates to line manager covering account activity, forecasts, invoicing etc.
- Creation of regular reports for clients covering pay-per-view activity, advertising revenue, usage etc. (as appropriate).

DISIRED TECHNICAL SKILLS SUMMARY
<ul style="list-style-type: none"> ○ Sales process skills. ○ Background knowledge of content formats (PDF, XML), Web 2.0 technologies, access authentication methods (IP, referring URL, Shibboleth in addition to username/password) and publishing specific initiatives (such as Open Access, CrossRef, COUNTER etc.) is desirable. ○ Ability to clearly communicate technical issues to a non-technical audience.
SPECIAL TASKS
N/A
FLEXIBILITY STATEMENT
<p><i>The fast moving nature of the company's business also means that you may, from time to time, be asked to perform roles outside your original job description. This allows the company to utilise its people in the best possible way at all times and to help employees make their contribution to a changing environment.</i></p>
INTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> ○ Sales and Marketing ○ Finance ○ Engineering and Product Development ○ Content Services/Production ○ End User Customer Services
EXTERNAL CONTACTS
<ul style="list-style-type: none"> ○ IngentaConnect and pub2web publisher clients

Interested applicants should send their CV/resume to recruitment@publishingtechnology.com quoting the above job reference.