



Position title: Client Manager

Term of employment: Permanent / Full-time / 32hours / Flexi-work

Location: Te Whanganui-a-Tara / Wellington

Remuneration: Current Living Wage Salary

Timeline

- **Deadline for online application:** 12th Jan, 5pm
 - **Round 1 and 2 of interviews:** Interviews are in Wellington on the weeks of 19 Jan - 29 Jan
 - **Training starts:** 9th Feb Please note: You must be available for a training day on 16th Feb
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Want to use your interpersonal skills to enable the mental health support capability of New Zealand? Want to be part of a fast growing organisation that is radically shaping the wellbeing-at-work industry?

Join our team as our **Client Manager**, to connect workplaces across the country with our services. This is a one-of-a-kind opportunity to play the critical role of liaison between our highly engaged clients and our service development and delivery team. This role focuses on generating new business and helping prospecting clients to understand how Mental Health Skills Training and other services can contribute to their workplace wellbeing strategy. Working closely to design a pathway forward with clients to meet their unique needs, managing expectations before, during and after delivery of services, ensuring appropriate and relevant delivery of our existing services, and maintaining strong, reliable relationships with a high level of care.

This is a very social role - you will be meeting new and existing clients all over Aotearoa. You will also be connecting with the team on a daily basis.

As an impact driven organisation, our ability to deliver meaningful services that enable actual behaviour change is dependent upon our ability to sell our services, maintain strong connections and understand our clients' rapidly evolving needs well - Does this sound like a role you could thrive in?

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About CoLiberate

CoLiberate is a **growing social enterprise** working nationally to enable the mental health and wellbeing capability of Aotearoa, New Zealand.

CoLiberate believes in a future in which each and every one of us has 'a trusted someone' and the support we need to thrive. CoLiberate's approach is centred in building care and capability across organisations and

communities. We **create resilient networks of support** in workplaces to **keep businesses safe**, and **people thriving**. We start by addressing the skills deficit in workplaces, enabling all kinds of people to have the little conversations that they may not have felt confident having before. From there, we work with each workplace to develop rituals and practices that enable the network of informal support to grow and strengthen.

Since delivering our first Mental Health First Aid (MHFA) Skills Training course in October 2017, feedback has been overwhelmingly positive and our very effective skills training programmes are now in high demand. We have redeveloped the training to be an accessible and impactful skills training for workplaces. So far we have certified 1250 people across 250 organisations to date - so now we are looking for a client manager who can provide a proactive supportive bridge between new and existing clients and high quality delivery -- and of course contribute their knowledge and experiences to expanding our impact. We've got great stories to tell about the impact of our programmes and have worked with a range of organisations including large private entities, public sector, and small businesses. We are now ready to expand our team, making it possible to secure even more Mental Health Capability building opportunities.

In our recent impact survey, it is estimated that in 2020 CoLiberate trainees are collectively having 300,000+ critical supportive conversations that have improved wellbeing, connected people to the right support and saved lives. If you are up for joining the team to ensure these game changing mental health support conversations continue to happen next year - we want you!

This role **involves:**

- Generating new business through consultations with HR Managers, People and Culture Managers, Health, Safety + Wellness Managers, Chief Executives, Senior Leaders, or employee-advocates across a range of industries.
- Contributing to the sales strategy with the Managing Directors and responsibility for implementing and meeting sales targets.
- Delivering presentations and proposals to inform potential and existing clients about our services.
- Researching about new clients or new opportunities in selected industries
- Working closely with the prospecting clients to use our services and establish an ongoing relationship.
- Spending time getting to know the organisations who reach out to us, genuinely listening to their needs and finding the ways in which CoLiberate can upgrade their mental health support capability through our MHFR programme and wider offerings.
- Relationship management of existing clients and partnerships- making sure our clients are well understood, communicated with promptly and feel highly valued.
- Working closely with the delivery team to ensure the effective onboarding of new clients including the development of rich relationships and smooth communication, and the handover of relevant insights.
- Providing client and market insights to the wider CoLiberate team to assist with the ongoing development of services and strategy.
- Working with the marketing team to further any prospecting opportunities.

The qualities we would love to see in you:

- Passionate about change and a positive approach to mental health. Interest in the current mental health landscape of Aotearoa, New Zealand.
- Interpersonal Skills - Able to genuinely listen, to honour and understand the needs of the client. Open, empathetic, warm and comfortable with new people.
- Communication Skills - Open to diverse ways of communicating, confidence contributing to any uncomfortable or difficult conversations
- Able to be self responsible, proactive and accountable to your own work-load
- Flexible and adaptable
- Capability to think and plan on a long term scale.

Qualifications, Experience and Skills required

- Experience in customer acquisition and sales - preferably minimum 2 years
- Experience in managing workflow, customer management and business development.
- Proven contract negotiation skills
- Ability to build long-term relationships and work in a team-orientated environment.
- Strong communication and presentation skills
- Empathy. Active Listening.
- Strong initiative

In this role, you will have:

- Flexible work arrangements
- Ownership of the client managing process
- The chance to see first hand growing impact - the more clients we get, the bigger the scale of impact.
- Use of our existing CRM and the ability to design further systems and processes to suit.
- Weekly accountability check ins and support to our reach sales targets
- Monthly Wellbeing allowance

Remuneration

You will be paid a salary of the current Living Wage Rate.

How to Apply

You can apply with your digital CV and a cover letter. Feel free to also send a short video or voice recording.

Send through your application to sarah@coliberate.co.nz with **Job Application: CoLiberate Client Manager Role** in the subject line of your email.