



# Senior Client Relationship Executive

## *Business Development*

### **The Firm**

Devonshires has been based in the City of London for more than 150 years. From our offices in London, Leeds and Colchester we provide legal services throughout England and Wales. Our clients range from some of the world's largest multi-national corporations to private individuals. We act for a significant number of charities, housing associations and Regulators. We would describe ourselves as "full service" with specialists in Commercial/Corporate, Civil Litigation, Housing, Employment, Real Estate & Projects & Property Development. Over the past few years, we have grown significantly and now have approximately 260 employees and a growing international reach

### **The Department:**

The Business Development Department consists of five staff, headed by the Head of Business Development. They are a hardworking and robust team that deals with a full spectrum of tasks including tenders, bids & proposals, seminars & events, digital marketing, press & PR, and various marketing initiatives.

### **The Role:**

This role supports our dedicated Client Relationship Partners to ensure successful on-boarding of clients, their transition to active users of our services, and overall framework management to ensure we continuously provide an excellent service. The role will predominantly be internal-facing but will involve elements of client-facing interaction. It will suit an energetic, driven, and focussed individual with the ability to quickly establish rapport and manage internal and external relationships.

The role is based in our London office and will operate a hybrid model offering a mix of office-based and remote working.

### **Main duties and responsibilities:**

This is not an exhaustive list and from time to time, it may be necessary to vary these to meet the department and business needs.

- Be the primary point of contact for post-award activity, including finalising framework agreements, exchanging key contacts, and organising introductory meetings with client teams;
- Work closely with the Accounts team to ensure systems display accurate information regarding rates and that our fee earners are charging the most applicable rates as per the approved tender;
- Develop 'working protocol' documentation setting out important information about individual client requirements, e.g. agreed KPIs, instruction process, and billing procedures, and ensure these are communicated to the firm and adhered to;
- Maintain clear and up-to-date records of contracted proposals in relation to added value and social value and report back on these;
- Diarise key dates for contract review meetings and collate internal and external reports;
- Support the development of effective working relationships between our clients and internal teams to drive growth and increase the lifetime value of frameworks we are appointed to;
- Work closely with dedicated Client Relationship Managers to develop individual Client Action Plans and measure and monitor our performance, including meeting client service requirements, through reviewing post-matter reviews and ad-hoc surveys;
- Contribute to the re-tender/renewal process by sharing knowledgeable insight.

### **Key Skills and Experience Required**

- Experience working with, and managing, internal stakeholders and clients;
- Excellent interpersonal, written and verbal communication skills;
- Good time management skills with the ability to manage multiple changing priorities;
- Previous experience of handling sensitive situations and data with confidentiality and good judgment.

If you would like further details or wish to apply for this position please email your CV and covering letter direct to [support.recruit@devonshires.co.uk](mailto:support.recruit@devonshires.co.uk) and also complete the diversity monitoring questionnaire which can be accessed by [clicking here](#).

*Devonshires is committed to providing equal opportunities in employment and to providing a workplace free from discrimination and harassment. As such all job applicants, employees, partners and third parties who come into contact with us, will receive equal treatment, regardless of age, disability, gender identity, marriage and civil partnership, trade union activities, pregnancy and maternity, race, religion or belief, sex or sexual orientation. We welcome applications from groups where we are currently under-represented. For this reason we ask that all candidates complete the [recruitment monitoring survey](#) in complete confidence for statistical purposes in order that we can effectively monitor how well our Diversity procedures are working. To review our policies on Diversity & Inclusion and Dignity at Work please visit our recruitment pages at [www.devonshires.com](http://www.devonshires.com)*