



Role Profile

Senior Consultant

Overview

Good Growth is one of the fastest growing e-commerce consulting businesses in the UK. We work with leading brands globally to build, optimise and grow their digital channels faster and more profitably than their competitors. Currently working remotely but with our main office based in Exeter and satellite offices in London and New York, we provide our services across a range of sectors and geographies. We have significant depth in retail, media, FMCG and B2B with a track record of success across a wider range of business sectors including financial services, telecoms, utilities, leisure, higher education and travel.

The value created for clients along with our Net Promoter Scores and the quality of our IP methodology and resources, enable us to attract and retain major brands from around the globe including boohoo, PUMA, Kraft Heinz, Pets at Home, Danone, ITV, Channel 4 and Homebase.

Job purpose

The primary focus of this role is to lead the delivery and maximise the lifetime value of a portfolio of client accounts. The role reports to the Client Success Director and will take the lead in establishing and maintaining long-term and highly valued stakeholder relationships, defining and responding to client commercial challenges, engaging and orchestrating expert resources from across the Good Growth team to win, retain and extend accounts and drive the maximum value for our business.

Key requirements

To be considered for the Senior Consultant position we expect candidates to have at least 5 years of experience in leading client delivery across a range of core digital disciplines either within a large organisation, a consultancy firm or in an agency. The successful candidate would have considerable experience in working closely with senior stakeholders and commercial leaders and be confident in leading client engagements and presentations. They will be used to working in cross-discipline teams and be confident representing their organisation often in an interagency environment.

Key accountabilities

- Support the creation and delivery of the commercial strategy for specific clients, capture this in each client account plan and ensure its execution to the highest possible standards.
- Acting as the main point of contact for a number of key clients, working closely with the wider team to build and maintain strong, long-lasting relationships and managing all project stakeholders efficiently and effectively.
- Manage activity for each allocated client in line with agreed objectives, capturing details in each client account plan and ensure all outputs are executed to the highest possible standards.
- Ensure that the delivery of services address customer objectives and find opportunities to create added value through the application of our processes and collaboration with expert resources across the business.
- Establish and maintain a deep understanding of each client's business, including its conditions, commercial opportunities, risks and controls, and feed this into the client account management process.
- Support the efficient scheduling and briefing of Good Growth resources and support the prioritisation of activity, including the tracking and reporting of agreed key performance indicators for client success.
- Identification and maximisation of all available extension, upsell and cross sell opportunities throughout a client's account life cycle.
- Identify, manage and report on client delivery risks and escalate where required in line with the Client Success Team processes.
- Communicate and present our key findings and the impact of our activity to key client stakeholders in a highly effective and engaging manner consistently throughout each engagement.
- Collaborate with other Good Growth teams to ensure the best possible client outcomes and returns, whilst ensuring maximum value for our business, and support the continuous improvement of new products and processes.

These are the key accountabilities identified and this list is not intended to be exhaustive.

Key ways of working for success

1. Motivated by building and growing lasting and successful relationships
2. Commercial and confident to engage with commercial strategy
3. Confident and effective communicator, with the ability to make the complex simple
4. Excellent attention to detail and confident with numbers
5. Enjoy working under pressure, both within a team and independently
6. Highly collaborative with a positive, can-do attitude that brings energy to the team
7. Resilient and will persevere in finding solutions to problems

8. Works with integrity and absolute discretion
9. Enjoy sharing knowledge with others, becoming a thought leader by creating and sharing content
10. Effective working remotely and focused on outputs and delivery

Diversity statement

We are very conscious that women and people from BAME communities are significantly underrepresented in digital in general and in e-commerce consulting in particular, so we particularly encourage applications from these candidates.