

Client Manager – Melbourne, Australia

Full-time, 12 month fixed term contract, competitive salary

Role summary

The post is central to the maintenance and growth of the LBG membership across primarily Australia and New Zealand but support activities globally. Corporate Citizenship (CC) is a global sustainability advisory business and the global facilitator of LBG. The post-holder will be a key part of the growth of Corporate Citizenship in the region. It is a demanding role requiring a member-focused approach to customer service combined with an ability to balance the requirements of the LBG methodology whilst maintaining its reputation and rigorous application. The post holder will work as a key part of the small team that will deliver Corporate Citizenship services and collectively manage all aspects of business development, support, training, LBG data collection, verification, communications and events to complete the yearly benchmarking exercise. Whilst the role is offered as a one year contract to cover maternity leave the expectation is that the business will grow over the next year and allow a permanent role to be created.

The post will provide first line support and training for members in how to use LBGOnline system. LBGOnline is built using the salesforce.com cloud platform after extensive member consultation. It offers a complete data collection, verification, self- benchmarking and reporting facility. Strong presentation skills are also required in this role as workshops and other presentations are delivered to members by the post-holder.

Required skills and competencies

LBG Member service

Working closely with the CC team the post-holder would;

- Support the strategic direction and growth of LBG membership
- Be responsible for financial administration
- Provide support in the delivery of the annual LBG Conference (Sep-Nov timeframe)

With training and support the post-holder would be specifically responsible for;

- Maintaining, updating and managing database records
- Delivering the LBG member service that is consistent with Corporate Citizenship's standards
- Managing LBG member issues and negotiations
- Conducting verifications for LBG members
- Managing the delivery of annual benchmark reports for members and the annual review microsite

LBG for Community

Working closely with the CC team the post holder would

- Support the development and delivery of LBG for Community, a framework developed to support not for profits in building stronger corporate partnerships and programs

New business

Working closely with the CC team the post holder would contribute to;

- Developing a business plan to increase the number of LBG members
- Support a proactive strategy throughout the year to retain existing members
- Delivery of LBG related services to members as required

Communications

With strategic guidance and training the post-holder would co-ordinate LBG & other CC communications in particular the LBG website, social media and e-newsletters

- Responsible for responding to new member enquiries from the LBG website

Financial responsibilities

Working closely with the LBG Director the post-holder would;

- Ensure invoices and activity reports are delivered internally on time and with precision

Stakeholder management

Capability to build strong and effective relationships with key internal and external stakeholders across different cultures

Desired skills

The post-holder will be required to be / have;

- Skilled in all forms of writing and presenting
- A good understanding of trends in Corporate Community Investment in the context of broader knowledge of sustainability / CSR
- Reflect the company's culture and values in all activity
- Follow direction from senior staff members, accept feedback and advice in a positive manner and make changes where required.
- High level of expertise managing large amounts of data with keen eye for detail
- High level of expertise using Excel in particular (Intermediate level competency at a minimum)
- Desirable is knowledge of Salesforce and Dataloader
- Desirable is knowledge of Conga

Role challenges and special working conditions

- Occasional requirement for afterhours work including weekends
- Some domestic, interstate and potentially international travel is required

About You

The post will suit a person keen to further their career and interest in CSR / sustainability. Growing with the business. You will be someone who has experience working under pressure and in a fast-paced environment. Being part of a small team, you will at times need to work on your own initiative. In addition to demonstrating a sound knowledge in CSR and CCI, you will ideally be able to demonstrate strong administration and management skills. You need to be personable, focused, and professional and have a strong eye for attention to detail to succeed in this position.

Our Values

Social, Curious, Open, Responsible, Expert, Entrepreneurial

For details concerning this role, please contact Simon Robinson

Phone : +61 3 9993 0452

Email : simon.robinson@corporate-citizenship.com

To apply please send your CV and covering letter by email outlining:

- Your experience relevant to the role
- Any areas within the corporate responsibility / sustainability field in which you have particular experience and expertise.
- Your salary expectations
- Confirmation that you are eligible to work in Australia.

About LBG

LBG is the international standard for measuring, benchmarking and reporting on corporate community investment. LBG is a member led initiative built by business for business enabling a collaborative approach to best practice measurement of corporate community investment.

LBG is a group of over 300 companies worldwide working together to measure and benchmark Corporate Community Investment (CCI). LBG offers businesses a tool to measure and benchmark their CCI within the wider context of its sustainability / CSR strategies and programs.

LBG in Australia and New Zealand is by far the largest membership chapter, outside of the global group based in the UK. The group in the region is poised to move into a new era of development with key initiatives enabling members to share results internationally, roll out the new LBG social impact methodology and tool kit, engage not for profits in LBG for Community, evolve LBG to measure social innovation and encourage business more widely to measure and report on community investment. This is all supported by a cloud-based, online data collection, management and reporting system, LBGOnline. LBG seeks to become the 'go to' organisation for all businesses in regarding effective corporate community investment.

LBG is facilitated by Corporate Citizenship which is headquartered in London and owned by Chime Communications
www.lbg-australia.com

About Corporate Citizenship

Sustainability, simplified.

We are a global management consultancy specialising in sustainability and corporate responsibility. We work with corporate clients around the world to achieve their commitments to responsible business behaviours and sustainable practices.

Corporate Citizenship was founded in 1997 and we now operate from offices in London, Melbourne, New York, San Francisco, Santiago and Singapore. Our global teams have decades of experience between them and we are proud to be one of the catalysts for the positive and incredible change in companies' attitudes towards sustainability and responsibility.

We all love working in an industry where change and innovation are key and we have a fantastic network of clients, sustainability professionals and respected industry figures who share our views and passions.

We advise on a number of areas including strategy, community, engagement, environment, supply chain, socio-economic impacts, reporting and assurance, and today we are proud to be working with a huge variety of companies – large and small. From every corner of the globe and from a wide range of sectors and industries, we help all of our clients to build trusted brands and thrive in a world where good business matters.

www.corporate-citizenship.com