Head of Client Strategy

Clusters is looking for a strong, practical thinker to help grow its business, in the UK and internationally. Our clients include both mid-sized and large multinational companies in a wide range of industries, so broad experience across different types of clients is a must.

As Head of Client Strategy, you will be responsible for driving existing client growth by maximising the value of our research and its impact on their business. You will also assist on developing new business by effectively communicating our offer and its benefits to new clients.

The Head of Client Strategy reports directly into the Chief Executive and will work closely with the Head of Project Delivery. The ideal candidate will have at least 10 years' senior agency experience using marketing research and data to build clients' businesses.

Key responsibilities

- Lead selected key account relationships, driving Clusters' influence and revenue growth
- Develop individual project assignments into trusted client relationships
- Maintain a high quality of insight and business impact across all our client outputs
- Find and effectively communicate the key stories and implications from our research and analysis and teach others to do the same
- Deliver compelling presentations based on our research findings
- Write and present formal proposals

Experience and skills required for this role:

- At least 10 years' senior experience applying market research commercially
- Strong understanding of research and analytical design and application
- The ability to find and effectively communicate the story and recommendations out of the research
- Excellent written and oral communication skills
- Experience presenting and selling to clients
- Passionately curious about human behaviour and client businesses

Benefits

- Competitive salary + commission
- Statutory pension scheme
- 25 days' annual holiday + 8 bank holidays
- Excellent location right by London Bridge and Borough Market
- Fresh fruit, bread and cereals daily (plus pastries on Fridays)