Position Descriptions

KING&WOOD MALLESONS

Position Title:	**Client Relationship Adviser or Manager (FS Sector and B&F Practice Group)**
Practice Group / Shared Service:	Business Development & Marketing
Reporting to:	Senior Client Relationship Manager, FS and B&F
Centre:	Sydney

POSITION SUMMARY

Contribute to the firm's Business Development strategy to execute against profitable growth opportunities across Australia and internationally by applying strategic business development, client account leadership, relationship building, market insight and brand enhancing skills.

As a member of the Australian Business Development & Marketing team, this role is focused on driving the firm's client and sector strategy within the Financial Services (FS) sector and the Banking & Finance (B&F) practice.

The role will include responsibility for:

- one of the firm's hallmark sectors - FS;
- at least one of the firm's strategic or growth client relationships; and
- a leading institutional practice area for the firm - B&F.

The role is a great opportunity to build future growth and strategic networks in one of our priority sectors and key practices by working closely with cross-functional lead Partners, lawyers and the national BD&M team.

YOUR KEY ACCOUNTABILITIES

Firm practice/industry growth area development

- Shape and execute the Banking & Finance strategic plan, in collaboration with key partners across the business, which aligns with the firm's sector and client strategy to unlock growth
- Shape and execute the firm-wide FS sector strategy, including priority segments for growth, growth client portfolio and brand elevation – in collaboration with the FS Sector Leadership Team, FS Client Relationship Partners (CRPs) and other FS Client Relationship Managers
- Support key client accounts within the firm's Strategic Account Leadership Program and Growth Client Portfolio to broaden and deepen relationships and grow revenue, as well as provide less formal support for key clients of the B&F practice
- Support FS and B&F marketing campaigns and initiatives - develop client driven, innovative thought leadership in conjunction with the Clients and Sectors, Marketing Communications and Corporate Affairs teams
- Build your own network and liaise directly with clients to understand and support their business, co-develop on market opportunities for our clients and ensure service expectations are met
- Qualify, draft and project manage tenders with compelling value propositions tailored for our clients, drawing in your knowledge of client and market insights
- Prepare high quality materials in your team, including capability statements, pitches and tenders, reports and directory/award submissions and client reporting (including value add assessment).

- Conduct matter and relationship reviews directly with clients, and make recommendations to client teams and our management team based on feedback
- Support our strategy to be a leader in client focussed innovation by adopting a mindset of seeking to do things differently and working with our partners and Innovation team to co-design and develop innovative ideas in partnership with our clients
- Work in collaboration with our Client Engagement & Sponsorships team to design and deliver client and market engagement strategies focused on delivering bespoke and unique experiences for our clients that differentiate the KWM brand in the market
- Identify cross-fertilisation opportunities between industry growth areas, clients and geographies and support formation of cross-practice groups of lawyers to pursue work together
- Be the 'centre of BD information' by maintaining a deep understanding of the FS and B&F markets and anticipate key client priorities and future market themes and opportunities
- Coach partners and lawyers to enhance their BD skills
- Actively manage BD budget and spend, with MPs and Sector Leaders, ensuring alignment of spend to strategic objectives and return on investment.

TEAM

- Work closely with Senior Client Relationship Managers/Advisers for FS and B&F nationally to deliver on expectations as a high performing team
- Support the development of BD Executives in their roles and delegating where appropriate
- Support the team towards greater proactive, value-adding support for developing and executing practice, industry and client growth opportunities
- Support the continual improvement of the firm's BD skills and capabilities (BD team and lawyers)
- Foster and encourage learning and development opportunities for continued growth.

YOUR KEY RELATIONSHIPS

- Executive Director, Business Development & Marketing, Australia
- Head of Practices & Centres
- Head of Clients & Sectors
- Senior Client Relationship Manager, FS & B&F
- Client Relationship Managers and Advisers, FS & B&F
- Managing Partner B&F, FS Sector Leader (& Sector Leadership Team)
- Head of Banking & Finance
- FS Client Relationship Partners
- FS and B&F Partners and lawyers at all levels
- National Business Development & Marketing team and in particular the B&F and FS BD team
- Other Shared Services teams

PERFORMANCE INDICATORS

- Credible and productive working relationships are to be developed and maintained with the Managing Partner B&F, Client Relationship Partners, Practice Team Leaders, Practice team partners and lawyers, Sector Leaders and Sector Leadership Team
- Effective implementation of practice, industry and client growth plans to achieve firm objectives
- Implementation of key client plans within agreed time frames and budgets, as well as a strong understanding of relevant Client Service Teams, their expertise and relationship with the client

- Enhancement of BD capability, value and teamwork to improve performance, internal relationships and to deliver firm objectives
- Management of BD&M spend within budget parameters
- Effective management and implementation of key projects and initiatives
- Regular conversations with clients – including for matter and relationship reviews
- Delivery of practice or sector campaigns
- Endorsement and participation in client feedback (both internal and external)
- Strengthening of external client and industry network and connecting opportunities to the firm
- Effective collaboration and teamwork with immediate M&A BD team and broader national team.

QUALIFICATIONS

- Qualifications in Marketing, Business or Commerce (preferred)

KNOWLEDGE

- Between 4-6 years' relevant experience with demonstrated track record of success in business development within a corporate, professional services, financial services environment or related organisations
- Expertise, experience and track record in practice development and key account management
- Strong verbal and written communication skills, strong presentation skills, influencing and negotiating skills with senior personnel
- Ability to juggle numerous high visibility projects in a fast-paced environment working to tight timetables, as well as an ability to work well under pressure and work collaboratively
- Pro-activity and the ability to exercise judgment regarding how/when to push key agenda items forward and how to build interest or buy-in and influence cultural change

SKILLS AND ABILITIES

The successful candidates must have the ability to:

- be a 'team player'
- deliver effective day to day/operational business development management support both directly and via a team
- develop and implement revenue enhancing and profitable business and marketing strategies
- identify new business opportunities as a result of research and analysis of business trends, market and competitor intelligence
- manage complex issues involving numerous parties
- prioritise workload and manage multiple projects simultaneously
- fulfil a range of relationship management roles from leader to facilitator
- win the confidence of clients (internal and external)
- communicate with management and partners at all levels.

EQUAL EMPLOYMENT OPPORTUNITY

For Supervisor/Manager staff and Directors

King & Wood Mallesons requires all partners and staff to maintain an awareness of the firm's policies and procedures on Equal Employment Opportunity and Affirmative Action. There is an additional expectation on partners, supervisory and managerial staff to support their staff by acting to ensure a safe working environment which is free from unlawful discrimination and/or harassment.

The additional responsibilities of these categories of staff in this context include:

- monitoring the work environment to ensure acceptable standards are observed
- taking action to stop behaviour that is discriminatory or may cause harassment
- acting as a role model for appropriate behaviour
- promoting the firm’s harassment policy within the work area
- treating all complaints seriously
- referring complaints to another officer if they feel they are not the best person to deal with the issue.

STANDARD CLAUSE

This position description is a general guide to the position the employee holds and may change from time to time.

King & Wood Mallesons requires partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. It provides an overall view of the incumbent’s role as at the date of this statement. In addition to this document, the specifics of the incumbent’s role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/ manager as part of KWM’s performance evaluation, development and progression processes.

Capability Framework Shared Services

KING&WOOD MALLESONS

Our capability framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

The framework sets out example skills, knowledge and behaviours in 4 critical areas which enable employees to succeed in their current roles and sets them up for future success. Below is a summary of the critical capabilities for Shared Services staff.

Client Engagement

- Consistently delivering superior client service
- Becoming a trusted advisor through deep understanding of the client
- Building strong and enduring client relationships
- Adapting flexibly to a changing environment to meet client needs

Technical Excellence

- Application of technical knowledge appropriate to the client's commercial objectives
- Development of technical expertise
- Building your professional reputation

Operational Excellence

- Effective workload and project management
- Applying business acumen in delivery of service to clients
- Achieving business, project and budget goals
- Commitment to continuous improvement through innovation

People Engagement

- Respectful and supportive interactions that lead to firm high performance
- Building effective teams by empowering and coaching people
- Leading through collaboration and accountability