

POSITION TITLE	Client Engagement Manager
POSITION TERM	Ongoing
FUNCTION / DEPARTMENT	Growth and Impact
ANZSOG CAPABILITY	Capability Level 3
REPORTING MANAGER	Director, Engagement & Growth
No. DIRECT REPORTS	0
LOCATION	Offices in Melbourne, Sydney and Canberra
APPROVED BY	Executive Director, Advisory
APPROVAL DATE	October 2025

## ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

In delivering on its mission of public governance that people trust, the school brings together academic and practitioner experts from across our member governments and around the world to support current and future government and public sector capability needs and anticipate and address government and public sector challenges.

## ABOUT THE POSITION

The Client Engagement Manager is responsible for executing ANZSOG's business development strategy, delivering exceptional stakeholder management and growing the reach, uptake and value of our programs and services. This role includes strategic outreach, consultative sales, identification of new business opportunities and managing the sales process.

The Client Engagement Manager is a confident communicator across all levels, adept at using technology and data to measure and drive outcomes, able to leverage market intelligence and develop strong partnerships to contribute to ANZSOG's success.

Reporting to the Director, Engagement & Growth, the role works within a revenue generating team and collaborates across the organisation to apply a customer lens to ANZSOG's operations and processes to enable successful commercial outcomes.

## ROLE-LEVEL ACCOUNTABILITIES

ANZSOG roles at this level share the following consistent accountabilities:

- **Operational Leadership:** Manage team operations aligned with strategic goals.
- **Team Development:** Support staff development and performance.
- **Project Oversight:** Lead complex projects and initiatives.
- **Stakeholder Engagement:** Build and maintain internal and external relationships.
- **Resource Management:** Monitor budgets and resource allocation

## KEY FUNCTIONAL ACCOUNTABILITIES

### *Relationship Management*

- Build and maintain a strong network of Learning & Development (L&D) and Organisational Development (OD) professionals within the public sector.
- Serve as the primary point of contact for designated accounts, building an understanding of client needs and delivering proactive, tailored support.
- Work with internal teams to deliver appropriate and relevant communications to clients, including the L&D contacts.
- Work collaboratively with internal teams to promote a client-centric approach to interactions and touchpoints with clients.

### *Business Development*

- Identify opportunities to expand business opportunities with existing clients.
- Identify market gaps and work with the team to design coordinated, strategic approaches to expand ANZSOG's reach and grow its customer base.
- Initiate meaningful, consultative discussions with potential clients to generate awareness of and interest in ANZSOG's services.
- Build and manage a sales pipeline of existing and potential clients ensuring an active and productive funnel that drives measurable business outcomes.
- Represent ANZSOG at external events, conferences, and networking opportunities to promote offerings and establish thought leadership.

### *Data Management, Insights & Reporting*

- Track and manage leads, opportunities, and sales performance within ANZSOG's approved systems.
- Ensure insights from client interactions are effectively captured and shared internally to inform strategic decision-making.
- Support the development and continuous improvement of dashboards, reports, and insights to measure contributions to new opportunities and open-to-market programs.

## QUALIFICATIONS, SKILLS AND EXPERIENCE

- Tertiary qualification in Business. Relevant postgraduate study and/or professional training is highly desirable.
- Advanced interpersonal and communication skills, including verbal and written communication, collaboration, negotiation, presentations, and influencing.
- Proven expertise in business development and relationship management, with the ability to build long-term, mutually beneficial partnerships.
- Understanding of the public sector in Australia or Aotearoa New Zealand, including the challenges and opportunities within government environments.
- Experience working in government, higher education, or a learning & development organisation is highly desirable.
- High level of digital proficiency in Salesforce (or other CRM), Microsoft Suite, Copilot, Asana (or other workflow management systems)
- Innovation mindset and a focus on continuous improvement
- Self-motivated and results-driven, with the ability to work independently and as part of a team.
- Exceptional organisational and time management skills, with strong attention to detail.
- Strong analytical and reporting abilities to inform strategic decisions.
- High level of professionalism, credibility, and integrity in all client interactions.

## **ANZSOG VALUES**

ANZSOG is a values-based organisation. This means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, which guide our behaviours and attitudes as members of the ANZSOG community. As a binational learning organisation committed to authentically serving and partnering with governments and First Nations and Māori communities, we are also committed to engaging in ongoing learning to model the impact and change we seek to achieve through our work.