POSTING TITLE: Senior Manager, Key Account Management, Europe

LOCATION: Brussels, Copenhagen, or other European capital

POSITION SUMMARY

The Senior Manager, Key Account Management for Europe will be responsible for engaging the largest and most influential companies in the UN Global Compact to significantly increase their SDG impact ambition and further the delivery of the UN Sustainable Development Goals.

The key account senior manager will accelerate corporate sustainability progress by driving action with our business participants who have the most material impact on SDGs through direct action, supply chain scale and advocacy for enabling environments. They will drive greater key company engagement with UNGC programming at the global, regional, and national levels. Key account impact plans will focus on UN Global Compact priority impact initiatives (e.g. Gender Equality, Living Wage, Climate Action, Water Resilience, Finance & Investment). The key account senior manager will also ensure that our largest participants maintain a clear understanding of the UN Global Compact opportunities available to them, aligned to mutually agreed multi-year impact plans.

This is all with a view to scaling the global collective impact of business sustainability and contributing to the delivery of the UN Sustainable Development Goals. By working with our key companies to increase their SDG impact ambitions, the senior manager will enable them to more effectively shape their business strategies to help the world meet the 2030 Agenda for Sustainable Development whilst also delivering strong business results.

DUTIES AND RESPONSIBILITIES

- Lead Key Account Management in the Europe region, collaborating closely with teams across the UN Global Compact to maximize SDG impact and ambition to further the delivery of the UN Sustainable Development Goals
- Partner with the largest and most influential companies in the UN Global Compact to develop multi-year SDG impact plans based on peer benchmarking
- Maintain a deep understanding of the European sustainability regulation landscape and how it affects companies
- Drive broader and deeper engagement with UN Global Compact global, local, and regional programmes and key initiatives (e.g. Gender Equality, Living Wage, Climate Action, Water Resilience, Finance & Investment, etc.)
- Develop and deliver a regional key account strategy and plan including resource requirements, growth and follow up plan, KPIs, and key engagement aligning to UN Global Compact impact goals
- Track the regional key account plan (weekly, monthly, etc.). Forecast and manage adjustments as required
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- Analyze data and trends to identify areas for improvement and growth in sustainability efforts
- Work closely with Global Compact Country Networks to maximize company engagement at the global, regional, and local levels. Collaborate with key account managers in other regions to maximize company impact engagement across regions
- Engage multinational companies’ subsidiaries and supply chains on UNGC programming to scale impact globally
- Drive systems/ecosystem change by engaging companies in high-level policy advocacy, regional CEO convenings, peer-to-peer exchanges, etc
- Work with the UN Global Compact participant engagement team, Regional Hubs, programme delivery teams and Country Networks to support regionally relevant activities that will effectively engage key companies
- Travel as needed to engage with companies in both bilateral and group convenings at conferences and events
- Conduct sectorial benchmarking analysis to define strong key account success KPIs aligned to mutually agreed multi-year impact plans
- Nurture excellent relationships with key companies in the region to fully engage, lead, and drive increased SDG impact. The key account manager should understand businesses needs and sustainability challenges and help them take up the opportunities the UN Global Compact offers to help them make progress
- Lead and coach colleagues across the UN Global Compact and our Country Networks in Europe to maximize key account engagement. Build and share a deep understanding of key company needs and gather feedback to provide insight back to the UNGC team, thus directing strategy and plans to better meet key company needs
- Actively use, shape and improve processes, tools and capabilities to improve key company management efficiency and participant experience. This involves delivering ongoing capability training, identifying improvements in implementation of technologies (CRM software and associated efficiency practices), tracking and reporting systems, value proposition improvement recommendations, etc
- Deliver weekly key account management progress reports and complete all Salesforce.com reporting in a timely manner

RESULTS EXPECTED

- Meet ambitious key account management targets and impact deliverables for the Europe regional portfolio
- Deliver SDG impact plans and KPIs with key companies in Europe, aligned to UN Global Compact strategic priorities
- Drive higher levels of participation and commitment from key companies in UN Global Compact initiatives and programmes
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- Effectively partner with, train and lead key account teams in Country Networks across the Europe region

COMPETENCIES

Passion for client service and client impact:

- Effectively meets key company needs. Takes responsibility for company satisfaction and impact. Demonstrates professional qualities and demeanor that commands attention and respect from key decision-makers
- Strategic account management and engagement skills and service mindset. Builds trusted and productive relationships with key decision makers and responds to questions, concerns and requests from executives and key decision makers. Leads accounts towards greater impact

Persuasive and engaging communication skills:

- Strong consultative engagement, selling and objection handling skills. Builds credibility and trust with the largest and most influential companies in the UN Global Compact

Excellent presenting and communications competencies for public speaking, moderating, panel speaking and value proposition conversations:

- Ability to interact with a broad set of businesses and presenting both virtually and in person
- Ability to communicate persuasively in written form to help engage at scale
- Relationship and Influencing Skills: ability to build relationships with, and influence all levels within an organization, including senior management

Proven team leadership competencies:

- Able to lead, coach and inspire key account colleagues to high levels of performance
- Builds skills and efficiencies
- Listens to feedback and channels it into continuous improvement of the key account management strategy and value proposition deliverables

Advanced proficiency in key digital tools and analytical skills:

- Proficient in Salesforce/other CRM contact management and reporting systems
- Advanced proficiency in essential communications and reporting tools: Excel, PowerPoint, Word
- Proven experience in analyzing data to extract insight around engagement results, client satisfaction, client understanding, as well as the impact of activities, and global sustainability trends

Proven delivery of results:

- Delivers to clear goals within strategies. Identifies priority activities and assignments, allocates appropriate time and resources, tracks progress and adjusts priorities as
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required

- Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary

Works in diverse teams and across geographies:

- Works collaboratively with colleagues in different teams to achieve organizational goals
- Solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others

**CORE VALUES:**

- **Integrity:** Demonstrates the values of the United Nations in daily activities and behaviors; acts without consideration of personal gain; resists undue political pressure in decision-making; does not abuse power or authority; stands by decisions that are in the Organization’s interest, even if they are unpopular; and takes prompt action in cases of unprofessional or unethical behavior.

- **Professionalism:** Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; and remains calm in stressful situations.

- **Respect for Diversity:** Works effectively with people from all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making, examines own biases and behaviors to avoid stereotypical responses, and does not discriminate against any individual or group.
EDUCATIONAL AND EXPERIENCE REQUIREMENTS

EDUCATION:

- A first-level university degree in business administration, management, economics, political science, social science or related field.

WORK EXPERIENCE:

- Seven plus years of experience in account management, sales & marketing, client support. Experience working on issues related to corporate sustainability is preferred.
- Proficiency in English is essential (full command on both spoken and written). Knowledge of French, German, or other regional languages is preferred.

RECRUITMENT PROCESS

Please include the following materials in your e-mail submission to hrinquiries@unglobalcompact.org with the subject heading “Senior Manager, Key Account Management, Europe”

1. Cover Letter
2. Resume/CV

- Applications will be accepted until 14 June 2024.
- Given the anticipated volume of submissions, only highly qualified candidates will be contacted. No phone calls or unsolicited emails outside of the submission process.

The Foundation for the Global Compact is committed to creating a diverse and inclusive environment of mutual respect. The Foundation for the Global Compact recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested.