



## Community and Account Executive

**LEADERS**, a subsidiary of Leaders Group LLC, is the premium event and content platform for leaders in world sport. Our purpose is to catalyse conversations which drive the industry forward by connecting the best people, sharing the best ideas and championing excellence all over the world. With physical and digital events taking place across 3 continents, as well as a series of workshops and networking opportunities, Leaders are the trusted source of insight, learning and inspiration for decision makers, on and off the field, in sport.

### The Role

The Community and Account Executive will be responsible for supporting the coordination and helping to deliver of our membership products, including working closely with members to ensure they are engaging with the products they receive as part of their membership.

The role plays a key part in helping to drive overall membership growth, through ensuring that the products that are offered as part of the membership are of the highest standard, provide the best possible customer experience and deliver against members learning objectives.

### Areas of Responsibility

- To help monitor KPIs and support the Performance Product Lead in reporting against those KPIs monthly
- To support Account Management in implementing product processes
- To support the Leaders Performance Institute Editor in content creation, where its aligned with product output
- To own the accreditation of all CPD accredited products
- To support the Performance Product Lead in undertaking quantitative and qualitative industry research and support the implementation of the product development roadmap for all member-only products
- To support and where relevant lead the delivery of products to time and budget, working collaboratively with Commercial, Marketing, Events and Account Management
- To liaise with Marketing to ensure all products are communicated effectively and consistently to members and prospective members across all relevant marketing channels
- To support members meeting their learning objectives by sharing relevant content, or creating introductions across the network
- To build industry knowledge of the target market and continually feed that knowledge back to the business and be the businesses' subject matter expert (SME)
- To support the Performance Product Lead in producing monthly research summary sharing key trends, challenges and opportunities for designated communities back to the wider business

### Skills, knowledge and experience

- 2-3 years' experience in a product, customer service, or account management role
- A passion for sport
- Experience in the sport performance industry; through a previous role or academic study, preferred
- Identifies opportunities and issues, proactively acts and follows through on work activities to resolve or capitalise on them
- Able to confidently negotiate with both internal and external groups and build excellent rapport, finding solutions that match the needs of all parties



- Uses a variety of ways to get things done and seeks new ways to solve problems even when the first way isn't effective
- Has excellent communication skills, both written and orally
- Has excellent time management and organisational skills, able to work under pressure and meet tight deadlines
- Actively investigates new perspectives and opportunities, pursuing training and development opportunities
- Computer literate with good knowledge of I.T. including Office packages, Word, Excel, PowerPoint, Access and Outlook

## What we can offer you:

- ✦ A fast paced, dynamic environment where you will be exposed to all facets of a small-medium sized business
- ✦ Opportunity to have an impact immediately
- ✦ Flexible working
- ✦ An enhanced benefits package including;
  - Heavily subsidised gym membership
  - 26 days holiday per year + 1 additional for every 2 years' service
  - Simply Health membership
  - Cycle to work scheme
  - Interest free season travel ticket loan
- ✦ Global travel an option (in a post pandemic world!)

If you are interested, please send your CV along with a tailored covering letter to [careers@leadersinsport.com](mailto:careers@leadersinsport.com), before the window closes on Monday 31 January 2022.