



# Corporate Client Account Executive

Full time / Permanent

£28,000 - £35,000 per annum DOE

## Applicant Information Pack





# Are you looking for a meaningful role where you can make a positive difference?

London Speech Workshop (LSW) is a world-class communication coaching company. Founded in 2008, we have delivered communication workshops to companies and individuals in London and internationally, supporting our clients to communicate with greater impact, authenticity and kindness.

We have worked with FTSE 100 companies, charities and start-ups including Airbnb, John Lewis, Walt Disney Company, Imperial University, Medigold, Multiverse, EY and many more - delivering bespoke world class communication training.

We are looking for an organised and capable individual with excellent people skills to join our team as a Corporate Client Account Executive to support the ambitious growth of the Teams (corporate) branch of our business.

The working environment is warm and dynamic, with a kind and supportive team. Key to our ethos is that everyone feels valued and also knows they are delivering real value in the world.

We strive to be a diverse and inclusive company where we can ALL be ourselves. We encourage applications from people from all backgrounds, regardless of ethnicity, gender, age, sexuality or any other. We know a team performs best when they are diverse and everyone is made to feel that they belong.



## Job Description

We're looking for a full time Corporate Client Account Executive to join the LSW team. This varied role will provide end-to-end administrative and operational support including providing outstanding customer service to our clients and liaising with and supporting throughout their journey with us. The role involves day-to-day ownership for the delivery of all post-sales processes in the Teams (corporate) side of LSW and ensuring a smooth and exceptional delivery of the training programs in coordination with the coaches.

The role will also include contributing to the retention of clients and supporting the sales team when clients are wanting to purchase additional courses and workshops.

Each day will look different, but on a typical day you may find yourself talking directly to clients to firm up logistics for one of our workshops, or following up with a coach on the phone to ensure they are prepped and ready for delivering a new training programme. You will be compiling the supporting materials from templates, proofreading and liaising with printers. You'll be meticulously updating our CRM system (we use HubSpot) and keeping track of client calls, meetings and follow ups. You will manage your time meticulously to ensure all workshops are project managed effectively, on time and with all tasks delivered.

It is perfect for a capable self-starter, super organised individual with great people skills, who is passionate about personal development and ready to hit the ground running in a fast paced, startup environment.



## Your responsibilities will include:

- Maintaining our very high standard of warm and professional customer service whether via phone, email or in person
- Creating materials for our corporate workshops using tools such as Canva and Google Slides
- Arranging on-the-day logistics of client workshops, including liaising with clients and coaches to ensure they have everything they need
- Collating and communicating participant feedback to coaches and the marketing team
- Researching new opportunities to support the growth of the client base
- Working cross functionally with the Heads of, Business Development and Marketing to maximise repeat business with existing clients

## What we offer:

- Flexible working environment: 1-2 days a week in our central London (Holborn) office, and 3 to 4 days a week working from home
- Working with our warm, supportive and passionate team
- Support and structure around your personal journey from your manager
- Being an important part of a boutique business and genuinely helping companies of all shapes and sizes have better, kinder communication
- Room to support development of a thriving part of a well-established business - this job is the opposite of a small cog in a big wheel
- Joining a company who values your personal growth
- The chance to join a company who really cares about personal development, and offer a £300 annual learning budget
- 2 wellbeing days a year in addition to 24 days annual leave
- Annual performance related bonus
- Free gym onsite in shared coworking office



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## TERMS AND CONDITIONS:

**SALARY:** £28-35K base salary (plus performance related bonus)

**HOURS:** Monday - Friday Office hours 9am to 5.30pm (flexi hours possible to be discussed in interview but please note you will need to be available work on Fridays)

**ANNUAL LEAVE:** 24 days per year pro-rata from the starting date + bank holidays.

## How to Apply:

Please email [careers@londonspeechworkshop.com](mailto:careers@londonspeechworkshop.com) with a CV and cover letter outlining your experience and interest in the role. In addition please include a 1-2 minute voice note or video outlining:

1. Your full name
2. A personal or career achievement you are proud of
3. What you like about what we do
4. Your earliest possible start date and salary expectations.



Our website

[www.londonspeechworkshop.com](http://www.londonspeechworkshop.com)



Our e-mail

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