



**Strathmore**  
UNIVERSITY  

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**BUSINESS SCHOOL**

### **SBS VACANCY ANNOUNCEMENT**

**JOB TITLE:** Business Development Manager - Customized Solutions

**DEPARTMENT:** Executive Education – Customized Programmes

**REPORTING TO:** Head of Customized Solutions

**JOB PURPOSE:** To market and sell Executive Education Customized Solutions in liaison with the Head of Customized Solutions (tailor-made programs and consultancy solutions) while building and cultivating sustainable key relationships with potential public and commercial partners, nationally and regionally. The ideal candidate would need to have considerable experience in consultancy solutions, client advisory, proposal writing, and presentation.

### **MAIN DUTIES AND RESPONSIBILITIES:**

#### **1. SALES:**

- Consulting, assessing, and proposing tailored solutions to meet clients' unique needs, answer to upcoming trends, and promote the business success of clients.
- Targeting new clients for business development and proposing new initiatives for existing clients, to increase sales opportunities and achieve personal and team financial targets.
- Developing and maintaining relationships with new and existing clients, developing industry linkages to sustain SBS as their knowledge partner in transforming African leaders.
- Presenting to and consulting with client's senior management on business trends to develop effective custom solutions.
- Continually devise ways to increase customer experience and deepen client/partner relationships and maintain lasting client and partner relationships.

#### **2. MARKETING:**

- Analysing and managing stakeholders to maintain a close engagement and relationship with the market.

- Undertaking continuous business intelligence to understand client needs at organization, industry, and country levels to ensure proposal of relevant and timely executive education and consultancy solutions.
- Tracking client satisfaction with frequent client review meetings and effective evaluation of programs and consultancy engagements.

### **3. OPERATIONAL EXCELLENCE:**

- Supporting technical resource persons and key experts to ensure delivery of client promises and delivery of expected outcomes to the clients.
- Initiating and driving the program design process in liaison with the Head of Custom Solutions, Academic directors, and the program management team. This includes designing coaching projects and other unique program features.
- Preparing internal management reports and client reports as required, to support data-driven decision making for enhanced client relations and effective process improvement.

## **JOB REQUIREMENTS**

The post holder will be required to have and demonstrate evidence of the following qualifications, attributes, and skills:

- Master's degree in a business-related area
- Minimum 5 years of relevant working experience in business development with proven experience in sales, managing client relations, and key account management. Direct experience in consultancy will be an added advantage.
- Proven experience in consultancy solutions, client advisory, proposal writing, and presentation.
- Strong business development and sales skills.
- Demonstrated ability to build and maintain key client relationships.
- Excellent analytical and strategic thinking skills.
- Effective communication and presentation skills.
- Previous experience in executive education or related fields is advantageous.

If you are interested in the position and have the skills we are looking for, we would like to hear from you. Please forward an application letter together with a copy of your updated resume quoting '**Business Development Manager – Customized Solutions**' to the People and Culture Manager, Strathmore University Business School, on [careerssbs@strathmore.edu](mailto:careerssbs@strathmore.edu) by end of the day (5.30 pm) **Friday, 5<sup>th</sup> April 2024**.

Due to the large number of applications, we may receive, only the shortlisted applicants will be contacted.

Please be advised that Strathmore University Business School is an equal opportunity employer and does **NOT** ask for money from applicants under any circumstances during its recruitment process. Interested applicants are encouraged to exercise caution upon receiving any such interview opportunity that requires payment of any money.