

CLIENT LEAD (SUBJECT MATTER GURUS)



Who are FizzPopBANG...?

FizzPopBANG is a small and beautifully formed consultancy specialising in Brand Employee Engagement. We believe in the power of combining a strong brand (Fizz) with a nurtured culture of high performing people (Pop) to create amazing results (BANG). We work with companies to achieve this through a tried and tested approach, helping to develop business plans alongside People and Company cultures. The perfect mix.

IT'S AS EASY AS...

FIZZ + POP = BANG!

Our business is based around some simple principles. We want to offer something that sets us apart from the big boring alternatives, and believe that making a difference by pushing thinking and always being ourselves is the way forward. Therefore, we have a team of amazing people who embody our values day to day and have a little fun along the way:

- P** - Practice what we preach
A - Always be authentic & human
C - Curiosity makes us tigers
T - Two heads are better than one
S - Spirit (in good times and bad)

OUR MISSION →
to make the nation
WHISTLE
on their way to work

We have a mission that we are passionate about - **to make the Nation Whistle on their way to Work**. We want to find ways to help people realise that being their best and being brilliant is a wonderful thing and that work should be enriching and fun no matter what role you do or company you may work in. Everyone deserves to find that little spark that makes them throw back their duvet in the morning and bounce out of bed (and not just on a Friday or Saturday!)

Having grown quickly in the last 7 years we are now looking for an excellent new Client Lead to join our venture and help us deliver projects with some very exciting clients, from well respected hospitality industry leaders to cool & cutting edge fashion and music companies.



What's the job itself...?

The role is all about bringing your passion for your particular area of expertise (Leadership, L&D, Talent, Culture, Comms, Brand...origami?) to unlock the power of people and connect them to the brand they work for. In essence, it is about helping others find ways to get the best out of people so they can perform at their best every day.

This role is not just about design and facilitation. This role is more consultative and you will be comfortable chin wagging with the biggest big wigs and adding value through your knowledge.

We are deeply passionate about our subject and obsessed with the impact we achieve with clients. Each programme we deliver is designed in response to a brief so you will require a high level of curiosity, insight into the organisation and creativity in delivering the right solution as well as first class client relationship building.

What are the main responsibilities...?

1. You, Yoda and Mr Miyagi...what do you have in common

- You'll be T-shaped (not literally) with a broad knowledge and interest across the range of subject areas we are involved in, all to do with culture and engagement; but you will also have a deep, passion, knowledge, and experience in one of those key areas
- Act as our in-house guru in your area of expertise and design & deliver cutting edge thinking, workshops & programmes
- Your learning is never done. You are pro-active learner that keep abreast of current developments and thinking so we can be trailblazers for our clients and our sector

2. All aboard - (client journey)


- Whilst having a team around you, you know what it takes to get ~~shit~~ stuff done. You understand and are able to run the client journey from end to end:
 - Make the first move with clients and take complex and tricky brief, being able to diagnose and articulate their challenge when sometimes they can't
 - Write a kick ass proposal that nails their challenge, and addresses their specific needs and context
 - Make recommendations and design solutions that address the client needs and add value to their people, culture and brand
 - Know how much it costs and build that budget
 - Ensure they have the smoothest journey whilst they're aboard the good ship FizzPopBANG. Always putting the client needs first even (or especially) when that requires some tough love
 - You'll know when to and have the confidence to push back to the client when needs be, and always with their best interests at heart
 - You have the ability to confidently facilitate a wide range of audiences e.g. Exec teams, graduates, new managers, high potentials), using both structured facilitation notes and when a more flexible approach is needed (i.e. free facilitation where experience in managing groups through conversation will achieve the desired outcomes or acting



- o as a mediator to help negotiate difficult internal dynamics)
- o And once it's all done you are able to review the project to see how it delivered in terms of ROI, profitability and other metrics (subject to client and FPB needs)
- Lead a small team of Project Managers and Freelancers to design & deliver the following trailblazing solutions for our clients.
- Co-ordinate kick off and creative sessions with the project team.
- Oversee large complex projects with multiple milestones and deadlines.
- Work closely with fellow FPBers for cross-functional projects and learnings.

3. You are the captain of your ship - (Client Management)

- Be the first point of contact for the client project lead and supporting team - maintaining and strengthen existing relationships.
- You have your eyes on the horizon. You proactively manage and plan the account by anticipating needs, creating ways to stay connected and front of mind with the client, and understand the wider business context that they operate within. You know before they do.
- Develop existing relationships and spot business opportunities by understanding both the client's business needs and the full FPB product and service offering.



Who are we looking for...?

Essentially, we need someone who...

- Can hold their own with a range of clients from the fun to the more serious. Is able to have independent discussions with senior people.
- Has knowledge and experience of using current psychometric and leadership profiling tools (may include Gallup, Strengthscope, MBTI, EI, NLP and/or other behavioural indicators).
- Is able to coach Executive Team's on both a 1-1 and team level to unlock their potential.
- Loves facilitating creative sessions and workshops - isn't afraid to put themselves out there to dance in a workshop to get people to develop great ideas.
- Loves managing large scale projects & budgets.
- Is able to interpret a brief and working with a team to develop creative solutions that push boundaries.
- Is solution and results orientated who loves a challenge even if the answer at first isn't always known.
- Has excellent negotiation, communicating and relationship skills - can build rapport and can adapt their style to bring others with them - make a client feel comfortable whatever the end of the spectrum they may sit.
- Is able to build strong collaborative relationships internally - rally a team of different strengths to deliver projects.
- Has an eye for detail to produce high quality creative work to exceed client expectations even sometimes under pressure.
- Is able to thrive in a non-office environment. Likes a busy life of variety.

- Willing to get under the skin of the FPB ethos and shares a passion for our mission. To live & breathe the FPB way of life and be part of our PACTS - become part of the FPB family and act as an ambassador.

What can you expect...?

We don't have an office and we believe that is a great thing. It enables us to be flexible, and discover the most amazing meeting venues across London & the rest of the country. It's much more fun being pirates than stuck on an island!

However, we can promise you a great culture and a fantastic team, working with some top clients on challenging projects, seeing the impact of your work directly and how it helps brands be more successful by unlocking the power of their people. Every day is different...so we need people who are keen to be part of the ride, to give it their all and bring something unique to the journey that makes FizzPopBANG even better!



Need another excuse...?

And if that is not enough, we have a raft of wonderful extras to make life just a little sweeter:

- Flexible working hours - full time (we will consider 4 days per week).
- A 'Pop Fund' to make your home environment the envy of all office bound workers.
- The fantastic & unique 'FPB Curious Mind' Learning & Development programme.
- A monthly blinkist book subscription/inspiration allowance to become part of the FPB Book Club.
- A day off for your birthday (as well as your regular 25 days pro rata holiday per year).
- Good times!



Whatever you can do
or dream you can, begin it
BOLDNESS

has genius, power and
magic in it. - goethe.

