**Client Account Manager**

£30,000 - £35,000/yr (dependent on experience and knowledge) Job Type: Full-time, permanent (Hybrid)

Location: Castle Donington

**About the role**

Established in 2002, TBAT Innovation is a vibrant niche consultancy with an overarching aim to stimulate and support research and development focused businesses to innovate. Our main service offerings pivot around providing support to; access grant funding and secure R&D tax credits.

We are currently 30 people, with a head office in the East Midlands, but covering the UK, working across a wide range of sectors including energy, transport and health. Our business has grown by an average of 20% year on year over the past five years and is forecasted to accelerate further.

This is a diverse and fulfilling role ideally suited to an experienced Client Account Manager who has a successful track record of delivering technical projects, managing teams within an Engineering environment and is client centric.  As the Client Account Manager, you’ll work with some of the most exciting technologies and innovations across a range of industry sectors.

Your clients are stakeholders involved in Research & Development. They are at the forefront of technology operating across a diverse range of industry sectors including Aerospace, Rail, Renewables, Health & Life Sciences, Oil & Gas, Automotive and they have innovations that they are keen to develop and take to market.  They need your help to do this!

Your role will be to support the team who acquires funding via HMRC’s R&D Tax Credit (RDTC) scheme. You will support the delivery of RDTC claims, utilising your project management expertise to deliver a substantial and diverse caseload of project work, for a diverse set of clients with exacting requirements. Furthermore, available for day-to-day contact with clients if they have any questions about the progress of their claim.

Applying Project Management best practice, governance and controls you will ensure that all aspects of the projects are managed effectively. You will play a part in overseeing this process, from the initial client engagement meetings that commence the assignments through to the successful completion of the project whereby the client receives funding.

This is a great opportunity if you’re looking for a chance to take a stimulating role working with clients and in collaboration with a team-based and consultancy environment.

# Core Responsibilities

* Agree claim delivery timeline with clients, well in advance - feed into Team Leader for resourcing plan.
* Request and collect financial documents from client in advance of agreed start date. Schedule kick-offs with client’s and attend with consultant. Also, attend close-out calls with consultant. Oversee and drive claims/deliveries per month, Pickup/ support tasks of engaging clients that have gone quiet/cold, getting commitment to a new schedule before work is given back to the Consultant.
* Ensure clients remain in contract, negotiate, define contracts, and secure repeat business. Cross-selling to clients all our other services where they add value.
* Report weekly on status of RDTC Claims to the RDTC Team Leader.
* Drive continuous improvement in process and procedures with a focus on client engagement.

# Qualifications, skills and experience

* Degree qualified in a technical subject area, or a degree that has some technical element.
* Ensure client retention and associated contracts.
* Understanding of/exposure to R&D principles, awareness of the UK's R&D tax relief scheme, and a desire to learn more.
* You interact readily with technical professionals, have outstanding interpersonal skills and excel in eloquence and concise summary of information.
* Strong attention to detail and first-time accuracy is essential.
* Experience in dealing with technological challenges faced by industry professionals, such as engineering design, the development or improvement of manufacturing processes, development of new products and improvement to existing products.
* Project management skills and client relationship-building abilities.
* Comfortable working in a close team and excellent at stakeholder engagement.

# Company Benefits

* Flexible/Hybrid working
* 22 days holiday (plus shutdown between Christmas and New Year)
* Option to purchase additional holiday (Max of 5 days)
* Pension & Generous company bonus scheme
* Private medical insurance
* Enhanced parental leave
* Regular social events
* Eyecare & Flu jab vouchers
* Individual Training & Development plan/budget
* Plus many more…

# How to apply

If you are interested in applying for this role, please send your CV along and covering letter describing how you feel that you are the ideal candidate and that you meet all the criteria above to careers@tbat.co.uk