

Global Client Executive

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Company: Euroclear

Location: Belgium

Category: other-general

Division: Client and Business Strategy

Euroclear holds a pole position in the market and has successfully maintained a growth strategy over the years. Our dedication is to retain our market leadership tomorrow by continuing to meet market and client expectations successfully.

We align efforts towards the new ambitious long-term strategy and vision, which seeks to anchor Euroclear's relevance and continues crafting future value for our ecosystem and financial markets overall.

The intention is to introduce 4 divisions within Client and Business Strategy, fully dedicated and accountable, and strongly interconnected, to set the path for our future success.

Context

The Sales and Relationship Management Division will implement a new operating model as part of the Client and Business Strategy reorganisation. The focus is on holistic relationships with Global Firms, regardless of their geography. We seek to penetrate the different influencing and decision-making parties throughout their organisation to position Euroclear as a true business partner and to develop mutually beneficial strategic relationships that deliver on our long-term growth plans.

Role

The Global Client Executive serves as trusted senior advisor, cultivating strong relationships with C-suite executives, decision makers and influencers, within the assigned strategic Global Firms. Primary focus of this role is to foster a relationship-first approach that values long-term collaboration over short-term profits, prioritizing mutual success,

delivering value to the client, and ultimately driving strategic long-term revenue growth.

Responsibilities & Duties

As a Global Client Executive, you will be in charge of:

Strategic Partnership Building

Create value through the building of strong relationships and partnerships to ensure Euroclear's continued relevance to our client's strategy.

Cultivate strong client relationships up to C-level to understand the client's strategic agenda

Build and maintain influential networks and gain insights into the client's organizational structure to strategically position Euroclear in key business areas

Ensure the development of Global Firms account plans involving the Business Development Managers (BDM), Global Relationship Managers (GRM) and Key Account Managers (KAM) in close collaboration with the Account Planning team

Lead and execute the account plan in a coordinated way together with the BDMs, GRMs and KAMs

Business Development

Leverage strategic relationships and expertise to create and foster a receptive environment at C-level for effective business development, driving long-term growth and expansion.

Secure a holistic perspective of the Euroclear Group's client relationships across its various dimensions (. Network agent, Treasury counterpart, Liquidity provider, shareholders, group CSD clients) by fostering strong internal connections across various levels, ensuring that they complement each other, enhancing the overall client relationship

Provide strategic counsel to clients on navigating evolving market trends and emerging challenges, thereby cultivating a foundation of trust

Identify and seize new business opportunities by involving Business Development Managers, at the right moment, to capitalize on identified potential

Cultivate a collaborative and co-creative environment, driving business development

Client Engagement

Place the client's best interest at the forefront, prioritize the long-term engagement and success by safeguarding the client's trust and satisfaction.

Develop and facilitate a balanced cohesive client strategy, including setting priorities and allocating resources effectively

Act as the primary point of contact for the executive levels within the client's organization, specifically focusing on strategic discussions

Advocate for client's interests within our organization and drive proper client feedback channelling to improve product and service offers and overall client experience

Connect parties at various levels in the client and Euroclear organization to facilitate effective collaboration and streamlined communication, including guidance on the appropriate contacts for escalation

Organizational Alignment and Team Coordination

Facilitate a holistic approach that aligns the long-term interest of the client and Euroclear Group; build an ecosystem with key stakeholders around the client to achieve mutually beneficial strategic objectives.

Coordinate the collaboration among GRMs, BDMs (if applicable) and KAMs, supported by the account planner, to collectively create sales and relationship account plans for Global Firms

Preferred background and experience:

Master's degree + preferred advanced degree (MBA or equivalent)

Min. 10 years in leadership positions

Extensive experience with corporate and global accounts in the financial industry (Asset Management, Banks, Investment Banks or Central Banks, and up to C-levels.

Proven experience in managing P&L

Required competencies:

Strategic leadership to conceptualize and articulate a transformative vision and the ability to foster a culture of innovation and adaptability within the business unit

People management skills to lead and manage teams, fostering a collaborative and high-performance work environment

Stakeholder management skills and transversal acumen to lead (cross-)functional and virtual teams with a comprehensive business understanding to align various functions of the organization

Change management expertise to lead change and successfully navigate through paradigm shifts

Excellent skills in dealing with ambiguity and uncertainty while maintaining a strategic and forward-thinking mindset

Strong communication skills to articulate complex and sensitive concepts persuasively to senior executives (internal and external)

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