

I Am Here Client Experience Partner

Reference number: CEP IRE_2021

Location: Europe, remote

Why apply for this role?

Want to work with an award-winning, purposeful, mental health and wellbeing focused, global top-10 learning solutions provider?

Want to be part of a Team that changes beliefs, behaviours and cultures within our Client organisations and the wider community?

Want to be part of a Team that designs, develops and delivers best-in-class, evidence-based mental health and wellbeing solutions for our Clients?

Want to be part of a culture where **it's ok not to feel ok; and it's absolutely ok to ask for help?**

Want to belong in an environment where we work hard so that everyone can prosper?

Are you naturally innovative and creative and want to apply your talents to build on our reputation for quality and responsiveness?

Then **PulseLearning**, the 21-year-old leader in behavioural change through learning, is the place for you.

We are passionate about creating end-to-end, people-focused learning solutions. We are proud of our trusted relationships with our long-standing, established Clients. We want to continue to build on these relationships and create new opportunities for growth.

Company background

In 2019, **PulseLearning** launched **I Am Here** to gift people with the courage, confidence and skills to safely signpost others to help and support when needed. **I Am Here** is focused on changing beliefs and behaviours around mental health and wellbeing in the workplace and the wider community. The **I Am Here** community now has 850,000 members across 4 continents and is the fastest-growing mental health and wellbeing movement in the world.

Headquartered in Ireland, we embrace diversity and have teams in the US, Canada, UK, Australia and New Zealand. **PulseLearning** provides an environment of acceptance and inclusion. We embrace diverse thinking and are always looking for smarter ways to work. We value each other immensely and truly believe in the value of our products and services in creating positive change.

Our values

CLEAR

- Compassion
- Listening
- Empathy
- Acceptance
- Real

Our mission

To change the culture and beliefs around mental health and wellbeing in the workplace and beyond. We live the belief that **it's ok not to feel ok; and it's absolutely ok to ask for help.**



Who we're looking for

PulseLearning is seeking a **Client Experience** Partner for **I Am Here**.

As Client Experience Partner, you will lead the activation of **I Am Here** in partnership with our Clients. You will be responsible for launching **I Am Here**, driving adoption and ensuring ongoing engagement with the **I Am Here** community within all your Client organisations.

Main focus areas

- Project management
- Client experience and engagement
- Measurement, evaluation and data analytics
- Content creation
- Ad hoc projects

You will thrive in a culture of learning that fosters and supports professional development and growth, and you will be working in a team-based, results-driven environment.

What you bring to the role

You aim to live the values of **I Am Here**: **Compassion, Listening, Empathy, Acceptance and being your Real self**.

Specifically, we are looking for:

- A bachelor's degree
- The ability to communicate clearly and directly with our valued Clients and our own Team Members using our **CLEAR** skills, regardless of the communications channel (Written and verbal communication is key.)
- The ability to build positive and productive working relationships with Clients for business growth
- Excellent presentation, conflict-resolution and programme management skills, with a focus on translating business requirements into solutions as you collaborate closely with senior Client leaders to understand and anticipate needs
- Demonstrated strong analytical and problem-solving skills with an aptitude for creative and strategic thinking
- The ability to identify and manage project risks and formulate recommendations to avoid any situation that could impair project success
- Collaboration skills in a virtual world: the ability to work effectively with various teams within **PulseLearning** across the globe to maximise **I Am Here** success (Sales, Client Experience, Marketing, Product, Finance and support functions)
- Full accountability of on-time and on-budget product delivery and rollout
- Demonstrated knowledge and experience of Client and programme measurement metrics and leveraging data to create actionable insights
- A curious nature and being keen to find out what our Clients want or need (In your spare time, you like to see what's going on in the world around you so that you can bring new ideas to consistently improve our experiences for our Clients.)
- PMP (or other) certification or an equivalent combination of skills and experience
- Someone who can successfully work in a global, virtual team



Key responsibilities

- Client Engagement
 - Collaborate closely with senior Client leaders to understand and anticipate needs.
 - Create and ensure successful delivery across all aspects of **I Am Here** for each Client.
 - Understand Client workplace culture and ways of working and tailor activation, communications and adoption plans accordingly.
- Content Curation
 - Work with Product and Delivery teams to identify content opportunities.
 - Integrate geo- and Client-specific content into content activation plans.
 - Contribute to content and activation plans for our Clients locally and for our global marketing engagement.
 - Liaise with and input into marketing content relevant to Clients and external audiences.
- Project Management
 - Manage the continuous life cycle of **I Am Here** (Go Live, Adoption, Engagement) for a portfolio of Clients across multiple industries and geographies (when required).
 - Coordinate numerous stakeholders across various projects to ensure that programmes and initiatives are delivered on time, on brief, on budget, and beyond expectations.
 - Manage and maintain high-quality, evidence-based and evidence-informed content calendars.
 - Execute and interpret financial data reports to ensure that budgetary requirements are met while closely monitoring project costs.
 - Liaise and partner with Sales Team Members at relevant stages of the project management life cycle.
- Data Analytics, Measurement and Evaluation
 - Actively conduct analyses across multiple sources, identify insights and create actionable plans to continually improve adoption and engagement into product development and Client activities.
- Valued and Valuable Team Member
 - Work in ways that are aligned and spotlight our values of **Compassion, Listening, Empathy, Acceptance and being your Real self**.
 - Continually and consistently support those around you.
 - Always look for the edge.
 - Celebrate individual and Team Members' special moments and successes.
 - Embrace diversity in thinking and doing.

Core competencies

- **Aims to live life through the lens of CLEAR** – **Compassion, Listening, Empathy, Acceptance, and being your Real self**
- **Puts the Client first** – Even if it means it's uncomfortable. Takes a Client's needs and transforms them into meaningful experiences for them. Creates an environment of creative thinking above and beyond Client tactical solutions.
- **Curious and embraces and drives behavioural change** – Actively researches trends beyond the industry. Taps into Clients for their feedback and ideas on what they want and brings these ideas back to the business to move it ahead of the curve or disrupt the industry they work in.
- **Achieves results** – Sets clear goals for yourself and those around you. Leads by example by going the extra mile to achieve a goal. Looks for efficiencies in what you and your team are doing that will benefit the business.



Benefits of working at PulseLearning

Because **Pulse**Learning hires the best people, we work hard to provide benefits that make your life better and offer a comprehensive compensation package that includes:

- A competitive salary with generous vacation
- Flexible working hours – we value work-life balance
- Remote working in Europe
- Access to **I Am Here**
- Access to continuous learning and development opportunities linked to your goals

Before communicating your interest in this position, please self-register for the program and complete the **I Am Here** courseware here: [I Am Here tribe](#)

To apply to become a **Pulse**Learning Team Member after completing the courseware, please email your résumé and cover letter to recruit@PulseLearning.com. Include the *job title* and *reference number* in the subject line of your email, and a brief message that describes why you want to be part of our Team.

We look forward to hearing from you!