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Business and Client Relationship Manager

Conference Services

Context is a well-established language services provider delivering live multilingual interpreting solutions for onsite and online meetings, conferences and events. The Business and Client Relationship Manager will be responsible for maintaining and expanding our client base of international corporations, governments and agencies; fostering successful client relationships, devising tailored service solutions for multilingual online and onsite events, and facilitating smooth meeting experiences for all stakeholders.



The multi-faceted role includes:

- ✓ Responsibility for driving strategic decisions within our outstanding Conference Interpreting business, with considerable freedom to innovate.
- ✓ Responsibility for the successful delivery of such events, managing supplier performance and client satisfaction.
- ✓ Nurturing and expanding our national and international client base.
- ✓ Growing our global supplier base on the basis of eye-level relationships.
- ✓ Advising clients on virtual and in-person meeting options of up to 20 languages, negotiating contract terms and conditions.
- ✓ Sourcing and managing all necessary technical equipment and personnel.
- ✓ Ensuring a high-quality meeting experience for all stakeholders, remote and in-person.

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Professional experience required.

This senior role, within a high-performing team of experienced linguists, account managers and a dedicated IT specialist, calls for a resourceful and versatile individual with:

- ✓ A track record in managing key corporate accounts.
- ✓ Accountability for business and financial planning.
- ✓ Customer success or client acquisition experience.
- ✓ An understanding of all aspects of multilingual events, onsite and online.
- ✓ Hands-on experience with the technology-driven language services industry.
- ✓ Interpreting-specific ITC skills and competencies.
- ✓ Well-developed intercultural skills.



Personal competencies required.

We are looking for:

- ✓ A person with the ability to build trusted relationships in intercultural corporate settings and lead effectively in a client-facing role.
- ✓ A dynamic individual, quick to align with the Context business and leadership approach.
- ✓ A creative thinker with strategic vision for client success.
- ✓ An engaging communicator, capable of operating successfully across a broad range of corporate settings.
- ✓ A responsive team player.
- ✓ Someone who is self-motivated, with a curious mind and excellent emotional intelligence.
- ✓ Someone with a can-do attitude and zen-like patience with people and technology.

→ **Your key qualities will include:**

Leadership, judgement, perspective, teamwork, perseverance, resilience, emotional intelligence, fairness, curiosity, creativity, humour, kindness, humility

Education required

Postgraduate qualifications in the field of business administration, account management, international communication and/or event management.

What CONTEXT offers its Business and Client Relationship Manager

Context places a high value on leadership, team and personal skills development, and on continuous professional enhancement.

The Business and Client Relationship Manager will avail of a:

- ✓ Structured three-month induction and training period.
- ✓ Direct support by a dedicated Meeting Solutions Manager.
- ✓ Mentoring by a company director.
- ✓ Personal and professional development opportunities.
- ✓ A hybrid working arrangement with home office.
- ✓ An environmentally future-focused, green office space.

Remuneration

An attractive reward package will be arranged in consultation with the successful candidate.

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Apply here

Please submit your motivational letter and CV to:

BCRM@context.ie