

# BabelQuest

## Client Engagement Manager

### Key details:

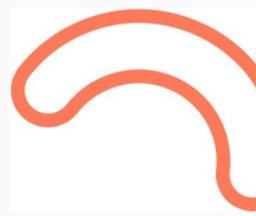
- **Location:** Hybrid working 2 days from our Abingdon office per week (pro-rata)
- **Job type:** Full time
- **Salary:** Competitive
- **Reports to:** Head of Expert Practices

**As the Client Engagement Manager, you'll be responsible for the growth and continuity of your client portfolio. So, you'll:**

- Build and maintain relationships across client stakeholders, beyond immediate project contacts
- Create account engagement plans that keep BabelQuest present between projects
- Spot and surface upsell and cross-sell opportunities for the team to deliver
- Monitor client health signals and flag risks early
- Drive product adoption for non-active clients and support consultants on active ones
- Maintain accurate records in HubSpot and the project management system

### On any given day, you might:

- Run a quarterly business review to keep relationships warm and uncover new opportunities. Host a check-in outside of project delivery to maintain engagement.
- Share a HubSpot update or insight that sparks a conversation with a client. Flag a risk when you notice reduced usage or an engagement drop.
- Coordinate with sales on expansion opportunities you've uncovered. Review client health metrics and plan your next touchpoint.
- Build an account plan that maps stakeholders and identifies whitespace. Connect a client with a different part of BabelQuest's service offering.



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### With your skills, you'll unlock new career paths

You'll learn along the way. For this role, you'll need account or client management experience. You'll know your way around:

- Building trust and rapport with senior stakeholders
- Spotting growth opportunities and commercial signals
- Staying organised across multiple accounts
- Tools like HubSpot, project management systems, and client health metrics
- Agency or consultancy environments

### Why you'll love working here:

- Flexible working (a mix of working at home and at the office).
- Half a day each week (23 days a year) to level up your skills and build your career.
- Up to 30 days of paid annual leave and unlimited unpaid leave.
- A month-long paid sabbatical and a £2,000 bonus to celebrate your five years with us.
- Benefits like £650 per year on anything that helps you keep a healthy life-work balance.
- You'll have the freedom to manage relationships your way. Success will mean contributing to pipeline growth, maintaining strong client engagement, and ensuring clients see the full breadth of what BabelQuest can offer.

### Why BabelQuest?

It took us more than 10 years, and about 500 projects, to earn the right to use one word: elite.

Spin the globe, and you'll find over 6,000 HubSpot partners. Filter your search for elite ones, and you're down to fewer than 40.

That means you'll work with the best of the best. You'll build new skills and discover exciting career paths. You'll find curious people who share your passion and find joy in mastery.

### About us:

We're HubSpot experts. And we use our knowledge to help our clients succeed. BabelQuest is both an agency and a consultancy. Architects and master builders. It's part of what makes us different.

We've got an agency team, and our consultants: the expert practices team. With every project, we use technology to pull together the worlds of sales, marketing and customer service.