



## Client Engagement Manager (Remote)

**Location:** Remote (UK-based)

**Starting Salary:** £28,000 per annum + Performance Bonus

**Education Required:** MA-level qualification (minimum)

**Full-time | Immediate Start Preferred**

### About Big Sister

Big Sister is a fast-growing co-ownership platform supporting healthcare entrepreneurs to launch and scale CQC-registered care companies. We've already helped hundreds of providers win over £5 billion in public sector contracts, and now we're expanding our healthcare bid writing division.

**This is where you come in.**

### About the Role

We're looking for a Client Engagement Manager who thrives on building relationships, delivering value, and working as part of a high-performing sales and delivery team.

This isn't just a sales role, it's about being a trusted point of contact for healthcare clients bidding for life-changing contracts. You'll help manage the journey from enquiry through to quote and play a key role in ensuring every client interaction is strategic, personalised, and professional.

### Key Responsibilities

- ♥ Build rapport and maintain regular contact with prospective and existing clients.
- ♥ Conduct calls and online meetings to understand client needs and identify the right service package.
- ♥ Work toward and exceed performance targets, including:
  - » Call time
  - » Quote volume and value
  - » Client conversions
- ♥ Support the bid team by reviewing and interpreting procurement documents.
- ♥ Use multiple internal systems (CRMs, quote tools, email platforms) with speed and accuracy.
- ♥ Coordinate with the wider team to ensure smooth client onboarding and project kick-off.

## What You'll Need

- ♥ A master's degree (MA) in a relevant field (e.g., business, communications, public policy, healthcare).
- ♥ Outstanding verbal and written communication skills — this is a client-facing role.
- ♥ A genuine love for speaking to new people, understanding their challenges, and offering solutions.
- ♥ Confidence in digesting large, complex tender documents and translating requirements into actionable quotes or service scopes.
- ♥ Tech fluency – you'll work across multiple platforms and must be comfortable picking up new tools quickly.
- ♥ High levels of self-reliance and initiative — this is a remote role with independence expected.
- ♥ Hunger to earn your bonus, exceed targets, and work alongside a team of high achievers.

## This Role is Not for You If...

- ♥ You dislike regular client interaction and discovery calls.
- ♥ You're not motivated by performance targets and bonus opportunities.
- ♥ You prefer repetitive work over fast-paced, strategic conversations.
- ♥ You're not confident handling technical content (e.g., government frameworks and bid documents).

## To Succeed in Our Sales Team, You'll Need:

- ♥ Active listening and strong questioning techniques
- ♥ Resilience and the ability to bounce back from objections
- ♥ A solutions-first mindset
- ♥ Precision in documentation and follow-up
- ♥ Commercial awareness and client empathy
- ♥ A drive for continuous improvement and personal growth

## Why Join Big Sister?

- ♥ Be part of a mission-driven business transforming the UK care sector.
- ♥ Work alongside experienced bid strategists and sales professionals.
- ♥ Remote-first culture with performance-based recognition and progression.
- ♥ Opportunity to grow your career within a fast-scaling division.



**Ready to build your future while helping others build theirs?**

**Apply now with your CV and a short cover letter telling us why this role is perfect for you.**

