

Key Account Lead (60–80%)

Join the team!

Are you a consultant, relationship manager and/or facilitator, intent on making a positive contribution for a more regenerative future? Does collaborating with partners across sectors to advance systems change towards the SDGs sound exciting? Then this might just be the next right opportunity for you!

Who we are

The challenges of our time require new forms of collaboration and a holistic way of thinking. Switzerland has a long tradition of collaboration and dialogue across language barriers and religious divides. Collaboratio helvetica therefore believes in Switzerland's unique potential to leverage participatory approaches and collaboration to contribute to a change towards more ecological responsibility, humanity and the common good. The organisation catalyses the societal transformation of Switzerland by cultivating a cross-sectoral innovation ecosystem, building capacity for systemic change and convening stakeholders around the complex challenges addressed in the Sustainable Development Goals (SDGs). Collaboratio helvetica empowers committed people and organisations to shift deeply ingrained attitudes and mindsets, conduct dialogues more effectively, implement new forms of collaboration and thus collectively imagine and shape the Switzerland of tomorrow.

How we work

We are a purpose and impact driven team. As we work in a complex and emergent field, learning is an important focus, both individually and collectively. We are a self-organised team (see [Sociocracy 3.0](#)), which places significant value on collaboration, entrepreneurial thinking and shared responsibility. On our website you can find our [principles](#) as well as different projects we run and approaches we use. English and German are our main working languages.

The job description

To complete our team, we are looking for an innovative, independent, precise and motivated **Key Account Lead** to lead our collaborations and [services](#) across sectors (see [some examples](#)). The role includes following responsibilities:

- Coordinate the increasing number of inquiries from the public and private sector, academia, NGOs and IOs
- Implement and professionalise the client journey, from inquiry to after delivery, and strategically from low threshold collaborations to increasingly impactful collaborations

- Manage customer relationships from first contact to debriefing and maintaining contact beyond the current engagement, satisfying the short-term needs and guiding towards longer term collaborations aligned with our [strategy](#)
- Coordinate these collaborations internally and externally, ensuring all administrative and legal requirements are met (e.g. contracting, billing), and each collaboration is valuable for the larger movement (e.g. learning, storytelling, impact tracing)
- Coordinate a pool of freelancers interested in and capable of taking on a role in some of these collaborations, including clear conditions, contracts and processes
- Manage and where necessary coach people engaged in the delivery of specific collaborations
- Develop and maintain good relationships with clients and stakeholders, expanding and strengthening the network of strategic partners over time
- Collaborating with the collaboratio helvetica communications team to continuously improve the communication of our offerings and adapt it to different audiences
- Strategic leadership of this domain, including leading one internal facilitator and consultant, and the possibility of scaling the team
- If the profile allows, deliver services and hold roles in collaborations, such as the design and facilitation of participatory conferences, strategic consulting, and the running of [Social Innovation Labs](#)

The level of engagement is foreseen as 50-80%. An increase is possible if the number of collaborations increases.

Your profile

- Experienced in project management and consulting or similar service-based businesses, with a strong customer service focus
- Team player with strong collaboration, communication and interpersonal skills
- Able to manage multiple complex projects (incl. budgets and timelines), prioritise and stay on top of the portfolio
- Able and keen to proactively contribute in an entrepreneurial environment, navigate complexity, and respond to emergent and unforeseen events with creativity and resilience
- Reliable and detail-oriented professional able to meet requirements of different domains and collaborators
- Growth mindset, interest in professional and personal development, and in implementing innovative and experimental approaches such as Social Innovation Labs
- Fluent and professional writing abilities in English and German; French is a plus.
- Familiarity with or interest in designing and facilitating participatory processes such as Social Innovation Labs and multi stakeholder processes,
- Familiarity with or interest in systems change and systems awareness concepts (e.g. Theory U Otto Scharmer, Donella Meadows, Peter Senge), the SDGs, and self-organisation (e.g. S3, Holacracy)

Working terms and conditions

- Dynamic and purpose-oriented team
- Permanent employment (50-80% - negotiable, depending on profile and skills; high chance of increasing if collaborations are successful and increase)
- Start date is **1st of May 2023** (or by agreement)
- The office of collaboratio helvetica is located in Bern (near the train station) where we meet every Tuesday (required), otherwise the workplace and work time is flexible
- Professional and personal development are part of the work, including learning experiences through practical work, feedback sessions, participation in collaboratio helvetica's training opportunities, etc.
- Swiss citizenship or a valid work permit is required
- 40 hours/week, 5 weeks of holidays per year in addition to the Bern cantonal holidays
- Additional benefits include public transport contribution, contribution to childcare, free coffee, tea & snacks at the office

The application process

If you would like to join this exciting adventure, please proceed as follows:

- Read more about [collaboratio helvetica](#)
- Send a short email to hello@collaboratio.ch including your CV, a statement in the format of your choosing around why you think you are the right person for this role, your availability, and anything else you would like to share with us until **20th of March**
- Shortlisted candidates will be invited to an interview in March/April.

Do not hesitate to contact us if you have any questions. We look forward to receiving your application!

Collaboratio helvetica is committed to creating a diverse and inclusive work environment. We recruit and employ people regardless of gender identity, sexual orientation, religious, cultural and ethnic background or physical ability. We are explicitly interested in applications that increase diversity in our team. If you have any questions in regard to this, please let us know.