



WE NEED YOU

WE'RE LOOKING FOR

CLIENT SERVICE MANAGER – EXPERENTIAL

LOCATION:

National / Home Working

WORKING HOURS:

Monday – Friday, 37.5 hours per week

SALARY/DAY RATE:

£40,000-£50,000

OTHER BENEFITS:

20% Performance Bonus, 15% reward scheme bonus, Car Allowance/Company Car, Perkbox Discounts, Aviva Pension, Samsung Discount

CONTACT TYPE:

Permanent

REPORTING IN TO:

Client Services Director

blue square.

**SAMSUNG
CLIENT SERVICES
MANAGER –
EXPERIENTIAL**

WE'RE LOOKING FOR A EXPERIENTIAL PROJECT MANAGER

As our experiential Client Services Manager, you'll understand our clients and their needs, inside out. You'll oversee the planning, execution, and delivery of experiential marketing campaigns and activity. You will build strong client relationships, coordinate with internal teams, and manage external vendors and suppliers to ensure flawless execution of projects, ensuring all deliverables exceed expectations.

Our ideal candidate has a passion for creating memorable brand experiences, strong project management and organisation skills, and a collaborative mindset.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

EXPERIENTIAL PROJECT MANAGEMENT

- Project manage a range of experiential activities and initiatives to help bring brands products to life, including experiential campaigns, roadshows, and incentives
- Deliver effective project management briefings across all stakeholders and departments ensuring alignment and clear roles and responsibilities
- Manage the successful execution of projects and activities within your statement of work, through working with external vendors, suppliers, internal stakeholders, and clients.
- Develop and maintain detailed project plans, budgets, and timelines for all activities
- Monitor progress and address issues proactively, ensuring projects remain on schedule
- Source, negotiate, and manage relationships with external vendors and suppliers
- Ensure all third-party partners meet quality standards, deadlines, and budget requirements
- Manage multiple experiential projects and activities at the same time, remaining agile and flexible to support where required to drive performance and success
- Effective post project/activity reviews, understanding feedback, and developing new ways of working to improve internal processes

CLIENT SERVICE

- An ambassador for the business – you'll be the connection between the business and our clients to provide excellent service and quality advice in each interaction
- Provide regular updates to the client on all activity within your statement of work
- Establish trust through asking the right questions and delivering on commitments
- Inspire confidence in the client and provide a point of contact and escalation for every eventuality

**SAMSUNG
CLIENT SERVICES
MANAGER –
EXPERIENTIAL****COMMERCIAL EXCELLENCE**

- Track and monitor spend against allocated budget to ensure excellent financial management
- Ensure all commercial activities meet budget and efficiency targets
- Be an expert in understanding all key performance indicators related to your statement of work to drive success and share best practice
- Ensure a consistent and effective cadence of communication with internal and external stakeholders, continuously managing expectations

INFLUENCE & INSPIRE

- Be a key influencer in stakeholder meetings through identifying solutions and areas of opportunity
- Build and develop strong relationships across internal departments to always ensure outstanding service delivery, and encourage continuous improvement to processes and ways of working
- People management of direct reports across your account, ensuring the delivery of key performance indicators. Remain compliant with central people processes and ways of working

**OUR IDEAL PERSON &
THE ESSENTIALS WE'RE AFTER**

- You're experience in account management, ideally within experiential marketing
- You're experienced in project management and project planning
- You're commercially aware and a critical thinker
- You're confident in leading project management meetings with different levels of hierarchy
- You're able to work to tight deadlines within a fast-paced environment
- You're able to plan and prioritise own time efficiently and effectively
- You've got a hands-on, proactive approach
- You're able to identify issues before they arise and can plan for contingency
- You're an expert at building and maintaining effective working relationships with various teams, as well as external vendors
- Understanding and experience in budget tracking
- You've got strong IT Skills (Excel & PowerPoint are essential)
- You're flexible and adaptable with the ability to work in a diverse cultural environment
- You're enthusiastic and passionate about retail and technology
- You're able to operate with a high degree of integrity and accountability
- You're creative, with the ability to think of 'out of the box' when it comes to developing new ideas and initiatives
- You're able to adapt to change easily and work well under pressure
- You're incredibly proactive and forward thinking
- You're resilient, dynamic, and tenacious

SAMSUNG
CLIENT SERVICES
MANAGER –
EXPERIENTIAL

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

