



# WE NEED YOU

## WE'RE LOOKING FOR

### CLIENT SERVICES EXECUTIVE

#### LOCATION:

London HQ (Old Street) / Reading / Hybrid Working

#### WORKING HOURS:

Monday – Friday, 37.5 hours per week (occasional weekend work may be required depending on needs of the business)

#### SALARY/DAY RATE:

Up to £35,000 per annum

#### OTHER BENEFITS:

20% Performance Bonus, Company Reward Scheme Bonus, Company Car, Reward Hub Discounts, Aviva Pension

#### CONTACT TYPE:

Permanent

#### REPORTING IN TO:

Senior Client Services Manager

**blue square.**

## WE'RE LOOKING FOR A CLIENT SERVICES EXPERT

As our **Client Service Executive**, you will play a key role in supporting the delivery of operational and tactical client activity across your allocated accounts. You'll support both Consumer and Commercial strategic accounts on the day-to-day BAU along with the Senior Client Service Managers.

You will support the day-to-day coordination of campaigns, initiatives, and service activity — ensuring all deliverables are executed efficiently, on time, and in line with agreed SLAs and KPIs. Acting as a central link between internal teams and clients, you will help maintain exceptional service standards while ensuring smooth operational delivery.

This is a fast-paced, detail-oriented role suited to someone proactive, organised, and eager to build a career within client services.

## TO MAKE A REAL DIFFERENCE IN THESE AREAS

### CLIENT & STAKEHOLDER MANAGEMENT

- Support the day-to-day management of allocated client accounts
- Assist in coordinating campaigns, projects, and activity across tactical and strategic deployment of people and client activity
- Provide regular updates to clients and internal stakeholders
- Ensure all actions and requests are tracked and progressed in a timely manner
- Support SLA monitoring and performance reporting
- Help maintain accurate documentation including statements of work and project trackers
- Build strong working relationships with clients through professional and responsive communication

### OPERATIONAL DELIVERY

- Coordinate logistics, materials, resources, and communications required for campaign delivery
- Work closely with internal departments (field teams, finance, recruitment, operations) to ensure seamless execution
- Support the organisation of meetings, briefings, and project kick-offs
- Assist in tracking KPIs and ensuring performance targets are met
- Identify potential risks or issues and escalate appropriately
- Ensure activity is delivered in line with brand and client guidelines

### COMMERCIAL AWARENESS

- Support budget tracking and purchase order management
- Assist in monitoring spending against allocated budgets
- Ensure accurate invoicing data and cost tracking
- Maintain financial records relevant to your accounts
- Develop understanding of commercial drivers within client accounts

### COMMUNICATION & COLLABORATION

**HP  
CLIENT SERVICES  
EXECUTIVE**

- Act as a key point of contact for operational queries
  - Ensure clear and consistent communication between internal teams and clients
  - Attend internal and client meetings, capturing actions and next steps
- Contribute to presentations and reporting packs
  - Build collaborative relationships across departments

**GROWTH & INNOVATION**

- Use your expertise to provide insight and guidance on how to optimise and grow delivery of your statements of work.
- Actively develop business, growing your knowledge of your client to maximise future revenue opportunities.
- Innovate and grow tactical and strategic opportunities, propositions, and service delivery within your account.

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

- You have strong account management experience
- You're experienced in experiential marketing, event management, retail activations, or brand roadshows.
- You're commercially aware and a critical thinker.
- You're knowledgeable about or have experience in the retail or telecommunications industry.
- You're excellent at building relationships and have strong interpersonal skills.
- You're familiar with how agencies work, with previous experience being preferable.
- You're adaptable to change and thrive under pressure in fast-paced, high-energy environments.
- You're incredibly proactive and forward-thinking.
- You're an excellent communicator, both written and verbal, at all levels.
- You're someone with a positive, can-do attitude.
- You're capable of managing multiple projects simultaneously.
- You're experienced in customer-facing roles.
- You're familiar with supporting customer accounts.
- You're someone with proven field marketing or agency experience.
- You're skilled at cross-functional collaboration and exhibit strong indirect leadership.
- You're someone who shows a high level of initiative.
- You're resilient, dynamic, and tenacious.
- You're in possession of a full UK driving license, as a company car will be provided.

HP  
CLIENT SERVICES  
EXECUTIVE

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.

