



WE NEED YOU

WE'RE LOOKING FOR

Senior Client Service Executive

LOCATION:

Hertford / National / Home Working

WORKING HOURS:

Monday – Friday, 37.5 hours per week

SALARY:

£35,000

OTHER BENEFITS:

10% Bonus + 15% Reward Scheme Bonus, Car Allowance, Perkbox Discounts, Aviva Pension, Samsung Discount

CONTACT TYPE:

Permanent

REPORTING IN TO:

Client Services Manager

blue square.

**SAMSUNG
SENIOR CLIENT
SERVICE
EXECUTIVE**

WE'RE LOOKING FOR A SENIOR CLIENT SERVICE EXECUTIVE

As our Senior Client Service Executive, you will be responsible for providing operational support across a variety of experiential marketing campaigns and activity. You will handle a range of administration tasks, ensuring that all logistical and operational details are managed efficiently. You will play a crucial role in delivering seamless projects, fostering effective relationships with internal teams, external vendors, and integrating fresh ideas to propose solutions to both identified and unidentified solutions for the client.

We are looking for flexible individuals with a 'can do' attitude to thrive in this dynamic and rewarding business. You will have experience working in a fast-paced environment, a strong operator, and you'll have excellent attention to detail.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

EXPERIENTIAL PROJECT SUPPORT

- Proactively support in creating and executing a range of experiential project briefs, plans, managing timelines, budgets, and logistics
- Coordinate with vendors, suppliers, and internal stakeholders to ensure smooth project execution
- Monitor progress and address issues proactively, ensuring projects remain on schedule
- Ensure all third-party partners meet quality standards, deadlines, and budget requirements
- Provide operational support across multiple experiential projects and activities at the same time, remaining agile and flexible to support where required to drive performance and success
- Contribute to creative discussions and collaborate with the team to develop innovative experiences
- Support project documentation, progress monitoring, and administrative tasks.
- Track and monitor spend against allocated budget to ensure excellent financial management
- Support the creation of effective post project/activity reviews, understanding feedback, and developing new ways of working to improve internal processes

STAKEHOLDER COMMUNICATION

- Liaise with stakeholders to understand project needs and support requirements
- Build effective relationships across departments and manage stakeholder expectations
- Meet with external suppliers when needed and integrate project outputs into business-as-usual processes
- Provide regular updates to the client and internal stakeholders on all activity
- Establish trust through asking the right questions and delivering on commitments
- Ensure a consistent and effective cadence of communication with internal and external stakeholders, continuously managing expectations

SAMSUNG
SENIOR CLIENT
SERVICE
EXECUTIVE

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're flexible for frequent national & international travel.
- You're experienced in supporting and coordinating events or projects, ensuring all aspects are managed effectively.
- You're a strong operator, able to plan and prioritise tasks and manage your time effectively
- You're an expert at building and maintaining effective working relationships with various teams, as well as external vendors
- You've got strong IT Skills (Excel & PowerPoint are essential)
- You're able to work to tight deadlines within a fast-paced environment
- You're creative, with the ability to think of 'out of the box' when it comes to developing new ideas and solutions
- 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
- You're able to operate with a high degree of integrity and accountability

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.

