



WE NEED YOU

WE'RE LOOKING FOR

Senior Client Service Manager

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:

£50,000 - £60,000 per annum

OTHER BENEFITS:

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

CONTACT TYPE:

Permanent

REPORTING IN TO:

Client Service Director

blue square.

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SENIOR CLIENT
SERVICES
MANAGER

WE'RE LOOKING FOR A CLIENT SERVICE EXPERT

As our **Senior Client Service Manager**, you will understand your clients and their needs inside out. You will take full ownership of the end-to-end delivery of campaigns, operational activity, projects, tactical activations and service management across your portfolio.

You will ensure effective and efficient service delivery against contractual SLAs, while identifying growth opportunities, driving commercial performance, and leading service improvement initiatives. Acting as the senior escalation point, you will inspire confidence, influence stakeholders at all levels, and push boundaries to deliver exceptional results.

This is a strategic, commercially focused leadership role requiring operational excellence, stakeholder influence, and a proactive growth mindset.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

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
- Own senior-level client relationships and stakeholder management
- Inspire confidence as the primary escalation point
- Provide regular, proactive updates so clients never have to chase
- Establish trust by asking the right questions and delivering on commitments
- Ensure delivery against contractual SLAs and statements of work
- Champion continuous service improvement plans

COMMERCIAL EXCELLENCE

- Own and influence account budgets, forecasts, and financial performance
- Track and monitor spend against allocated budgets to ensure excellent financial management
- Ensure all commercial activities meet agreed revenue and efficiency targets
- Identify and convert growth opportunities within existing accounts
- Demonstrate strong KPI ownership, reviewing performance weekly and driving corrective actions
- Present SLA statistics and performance data with actionable insights
- Support new business conversations and strategic expansion opportunities

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

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PROJECT MANAGEMENT

- Own the operational delivery of all projects, initiatives, and campaigns within allocated accounts
- Lead complex, multi-workstream programs simultaneously
- Deliver clear project briefings with defined roles, responsibilities, and timelines
- Collaborate cross-functionally to ensure seamless delivery
- Conduct effective post-project reviews, implementing improvements into future activity
- Remain agile and adaptable to shifting priorities
- Manage multiple 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

GROWTH & INNOVATION

- Use your expertise to provide strategic 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'll have previous account management / executive experience
- You'll have good commercial awareness and critical thinker
- You'll have experience and/or understanding of the retail / telecommunications industry
- You'll have experience in tactical and strategic level activations
- You'll have excellent relationship building and interpersonal skills
- You'll have agency understanding/experience preferable
- You'll be able to adapt to change easily and work well under pressure
- You're an incredibly proactive and forward thinking
- You'll have excellent written and verbal communication skills at all levels
- You're a positive and can-do attitude
- You'll have the ability to manage multiple projects at one time
- You'll have proven customer facing experience
- You'll have previous experience of supporting customer accounts
- You'll have strong cross-functional collaboration capabilities / indirect leadership
- You'll have high levels of initiative
- You're resilient, dynamic, and tenacious

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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.

