



WE NEED YOU

WE'RE LOOKING FOR CLIENT SERVICES EXECUTIVE

LOCATION:
National Field Based

WORKING HOURS:
Monday – Sunday, 5 out of 7 days working, 37.5
hours per week

SALARY/DAY RATE:
Up to £35,000

OTHER BENEFITS:
10% Performance Bonus, Company Car or Car
Allowance, Rewards Hub Discounts, Aviva Pension,
HP Discount

CONTACT TYPE:
Fixed Term Contract – 3-Months

REPORTING IN TO:
Senior Client Services Manager

blue square.

WE'RE LOOKING FOR A CLIENT SERVICES EXPERT

We are seeking a highly organised and client-focused Client Services Executive to oversee the successful execution of an experiential campaign featuring an In-Store Formula 1 style simulator within a retail roadshow activation. This is an exciting opportunity to be part of a high-energy, immersive brand experience that engages consumers in a dynamic and interactive way.

The ideal candidate will have experience in experiential marketing, retail activations, or event management, with a strong focus on client servicing, operational execution, people management and stakeholder management.

As our Client Services Executive you will understand your clients and their needs, inside out. You'll be responsible for monitoring and progressing client campaigns, activity, requests, and end to end service management across your portfolio.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

CLIENT & STAKEHOLDER MANAGEMENT

- 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
- Act as the main point of contact for the client, ensuring all expectations and campaign objectives are met.
- Maintain strong communication with internal teams, external suppliers, and retail partners to ensure seamless execution.
- Provide regular campaign updates, reports, and insights to key stakeholders.

COMMERCIAL EXCELLENCE & PERFORMANCE TRACKING

- 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.
- Monitor and present statistics around service level agreement performance, providing creative and innovative solutions where necessary.
- Ensure a consistent and effective cadence of communication with internal and external stakeholders, continuously managing expectations.
- Monitor KPI's and consumer engagement metrics to assess the campaign's success.
- Gather customer insights and feedback to optimise activations and enhance future experiences.
- Provide post-campaign analysis and recommendations for improvements.

HP
CLIENT SERVICES
EXECUTIVE**CAMPAIGN EXECUTION & ON-SITE MANAGEMENT**

- Oversee the end-to-end delivery of the In-Store simulator roadshow, ensuring all activations are executed to a high standard.
- Manage on-site staff, ensuring they are briefed, engaged, and delivering an exceptional consumer experience.
- Troubleshoot any operational or logistical issues to maintain a smooth-running activation.
- 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

PROJECT MANAGEMENT & LOGISTICS OPERATIONS

- Manage all tactical activities and initiatives within your statement of work, including demonstrator campaigns, events, 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 agencies, internal stakeholders, and clients.
- Coordinate setup, breakdown, and transportation of the simulator and supporting assets across multiple locations.
- Work closely with Centre of Excellence teams, suppliers, and retailers to ensure all technical and logistical elements are in place.
- Ensure compliance with health and safety regulations and risk assessments at all activation sites.

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'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.

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.

