



WE NEED YOU

WE'RE LOOKING FOR CLIENT SERVICES DIRECTOR

LOCATION:

Hertford / Chertsey / Home Working

WORKING HOURS:

Monday – Friday, 37.5 hours per week

SALARY/DAY RATE:

£70,000 - £90,000

OTHER BENEFITS:

20% Performance Related Bonus, 10% Accelerator Bonus, Car Allowance, BUPA Medical Cover

CONTACT TYPE:

Permanent

REPORTING IN TO:

Senior Client Services Director

WE'RE LOOKING FOR A PROACTIVE STAKEHOLDER EXPERT

As our Client Services Director you will be pivotal in supporting and developing existing activity. You will spot new opportunities, pushing boundaries to accelerate growth, ensuring Blue Square and our client are known as pioneers in the world of brand engagement.

You will have a creative, curious, and innovative mindset, someone who will challenge the existing ways of working ensuring we are always ahead of the curve, produce world-class results for our clients and motivate our teams to think more expansively.

As a proven leader, you'll understand the need for operational excellence and the power of strong partnerships. Your influence will navigate opportunities for future growth, supporting our desire to 'build the new' to re-shape the world of retail marketing.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

MANAGEMENT & LEADERSHIP

- An ambassador for the business – leading by example, you'll leverage your network to be a key influencer across our clients, internal and external stakeholders
- Lead multiple diverse teams, ensuring successful delivery of end-to-end processes, beyond operational capabilities
- Impactful leadership through communicating your vision. Empowering your teams to adopt and execute your strategy aligned to business goals
- Build, support, and develop your teams, sharing best practice and ways of working to support their growth and maximise their potential
- Proactive in building high performing teams. Actively engaging across all elements of the employee lifecycle whilst adhering to organisational values and service level agreements

DEVELOPMENT & GROWTH

- Lead the development strategy of the account team ensuring operational excellence
- Be an industry leader through Identifying and developing key initiatives, maximising the business and client's potential
- Elevate the core Blue Square offering your expertise to identify new opportunities, that will further support our vision to truly 'pioneer' brand engagement
- Utilising data insights to drive strategy and growth

COLLABORATION

- Develop and implement a robust communication strategy to keep the senior leadership team informed about the progress and status of statement of works
- Develop strong and effective relationships to encourage synergy and identify opportunities for growth to achieve successful outcomes
- Work closely with internal teams to drive continuous improvement of internal process, challenging where required
- Lead and manage the successful execution of projects through working with external agencies, internal stakeholders, and clients. Managing expectations throughout

PROJECT MANAGEMENT

- Deliver effective project management briefings across all stakeholders and departments ensuring alignment and clear roles and responsibilities
- Ensuring successful project management within compliance parameters of the statements of work, maintaining tracking, and reporting ensuring the delivery of our service levels in line with the MSA (Master Service Agreement) and ensuring a return on investment
- Effective post project/activity reviews, understanding feedback, and developing new ways of working to improve internal processes. Building on the portfolio of services offered by the business.

COMMERCIAL & CONTRACTUAL GOVERNANCE

- Define and own all contractual compliance metrics. Including the attendance and cadence of client meetings to present business reviews/updates, delivering a status update on all activity against target/completion date
- Financially aware with the ability to align budgeting, forecasting and reconciliation with business objectives, ensuring work completed contributes meaningfully to Blue Square and the Clients goals
- Understand commercial performance within your statement of work, ensuring they are aligned to business goals.
- You will question or probe areas of the statement of work that might not be clear or deviate from the business goals. Seeking clarification, asking for adjustments, or suggesting alternative approaches.
- Able to clearly articulate any concerns, discrepancies, or challenges identified within the statement of work.
- Providing viable solutions, demonstrating a proactive approach to problem-solving to ensure that the work outlined in the statement of work stays on track.
- Work with integrity at all times, taking ownership of client funding ensuring conscious spending is aligned with strategic priorities and a focus on delivering value. Demonstrate a results-oriented approach, aiming for success not only for Blue Square, but also for the client.

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're a strategic thinker, collaborator, connector, and challenger who is dedicated to enhancing client satisfaction
- You'll demonstrate experience across account management or client services
- You'll have extensive field marketing or agency experience
- You'll express yourself clearly in both written and verbal forms
- You'll have experience and knowledge of the retail industry and technology clients
- You can demonstrate experience running end-to-end large-scale client activity, projects, and operations. Able comprehend data to develop and deliver compelling presentations rooted in storytelling and substance
- You'll have senior level stakeholder management skills, with a proven ability to influence, negotiate, set, and manage expectations
- You'll be able to own, manage, and utilise large budgets
- You'll have experience of understanding, managing, and developing KPIs

Samsung
Client Services
Director

- You'll be able to spot commercial opportunities and plan strategic initiatives to support business and client growth
- You're fearless with a can-do approach, with an insatiable appetite to evidence the value of Blue Square to clients, and talk / present with confidence at networking events / conferences
- You'll have experience in direct, or indirect people management and development

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.

