



# WE NEED YOU

## WE'RE LOOKING FOR

### CLIENT SERVICES MANAGER

#### LOCATION:

Hertford / Chertsey / Home Working

#### WORKING HOURS:

Monday – Friday, 37.5 hours per week

#### SALARY/DAY RATE:

£40,000 - £45,000

#### OTHER BENEFITS:

20% Performance Bonus, 10% Accelerator Bonus, Car Allowance, Perkbox Discounts, Aviva Pension, Samsung Discount

#### CONTACT TYPE:

Permanent

#### REPORTING IN TO:

Senior Client Services Manager

## WE'RE LOOKING FOR A CLIENT SERVICES EXPERT

As our Client Services Manager 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. You will ensure that effective and efficient services are delivered to contractual service level agreements and our solutions are fit for service, creating growth opportunities where possible and driving service improvement plan. You will be the expert in spinning multiple plates and pushing the boundaries, always delivering exceptional results.

## 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
- Provide regular updates to the client on all activity within your statement of work
- Establish trust through asking the right questions and delivering on commitments
- Inspire confidence in the client and provide a point of contact and escalation for every eventuality

### COMMERCIAL EXCELLENCE

- 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

### 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

### PROJECT MANAGEMENT

- Manage all tactical activities and initiatives within your statement of work, including promoter 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.

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MANAGER**

- 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 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**

- Previous account management / executive experience
- Good commercial awareness and critical thinker
- Experience and/or understanding of the retail / telecommunications industry
- Excellent relationship building and interpersonal skills
- Agency understanding/experience preferable
- Able to adapt to change easily and work well under pressure
- Incredibly proactive and forward thinking
- Excellent written and verbal communication skills at all levels
- A positive and can-do attitude
- Ability to manage multiple projects at one time
- Proven customer facing experience
- Previous experience of supporting customer accounts
- Field marketing / agency experience required
- Strong cross-functional collaboration capabilities / indirect leadership
- High level of initiative
- Resilient, dynamic, and tenacious

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MANAGER

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.

