



WE NEED YOU

WE'RE LOOKING FOR CLIENT SERVICE DIRECTOR

LOCATION:

Hertford / Chertsey / Home Working

WORKING HOURS:

Monday – Friday, 37.5 hours per week

SALARY/DAY RATE:

£65,000 - £80,000

OTHER BENEFITS:

20% performance related bonus, Company reward scheme bonus, company car or car allowance, private medical insurance

CONTACT TYPE:

Permanent

REPORTING IN TO:

Client Commercial Director

blue square.

WE'RE LOOKING FOR A PROACTIVE STAKEHOLDER EXPERT

As one of our Client Services Directors you will be pivotal in owning, evolving, and directing your client(s) strategy to ensure full alignment with Blue Squares business objectives, opportunities, and long-term commercial ambitions.

This role drives sustainable growth, champions operational excellence, and cultivates strong, lasting partnerships across the entire client portfolio.

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

CLIENT STRATEGY & GROWTH

- Build and execute client account strategies aligned with Blue Squares commercial goals, driving sustainable growth through exceptional
- Champion a culture of innovation and strategic problem-solving, proactively anticipating and addressing client, market, and internal challenges.
- Lead cross-functional teams to develop and implement pioneering solutions that create a competitive advantage and maximise client performance
- Drive strategic account planning across to identify and capitalise on growth opportunities within your account.

ACCOUNT MANAGEMENT & OPERATIONAL EXCELLENCE

Samsung Client Services Director

- Oversee the execution of activity aligned to SOWs across all hierarchical layers, ensuring consistent quality and timely completion
- Establish and enforce best practices for presenting comprehensive business reviews and updates, tracking all activity against Service Level Targets
- Collaborate with all internal teams to establish and manage client budgets, strategic resource allocation, and new initiatives, ensuring a favourable return on commercial decisions
- Drive insight through the analysis of data, leveraging this information to optimise plans and activities and inform strategic decision-making

RELATIONSHIP MANAGEMENT

- Cultivate and maintain high-level strategic relationships with key internal and external stakeholders, clients, and partners.
- Serve as a point of escalation for key client contact.
- Foster long-term, mutually beneficial partnerships with the client, reinforcing Blue Square's commitment to their success.

PERFORMANCE & RISK MANAGEMENT

- Establish and monitor key performance indicators (KPIs) both individual and collective, across all Service Level Requirements (SLRs), revenue, and profitability targets
- Oversee the delivery of performance across all KPIs, proactively mitigating risks and ensuring outstanding results and focus on Return on Investment (ROI).
- Demonstrate compelling business cases for strategic investments, clearly quantifying the link between proposed initiatives and increased commercial value
- Identify, assess, and adhere to or mitigate risks related to contracts, client volatility, and legal compliance, providing expert advice
- Ensure rigorous commercial governance and compliance across all client contracts, setting and enforcing standards for contractual terms, Service Level Agreements, and commercial best practices to protect Blue Square and the client.

LEADERSHIP & DEVELOPMENT

- Provide leadership to the client service function, fostering a high-performance culture of accountability, innovation, and collaboration
- Set the direction for the team, aligning their efforts with broader business strategy and performance goals
- Design team structures that support strategic goals and implement development programs to cultivate future leaders.
- Role model Blue Square's ETHIC values, setting the standard for ethical and professional conduct within the business

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

Samsung Client Services Director

- 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
- 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.

