

WE NEED YOU

WE'RE LOOKING FOR

SENIOR CLIENT SERVICES MANAGER

LOCATION:
London / Home / EMEA (See Advert)

WORKING HOURS:
Monday – Friday, 37.5 hours per week

SALARY:
Up to £60,000 per annum

OTHER BENEFITS:
20% Performance Bonus, Rewards Hub Discounts, Aviva Pension

CONTACT TYPE:
Permanent

REPORTING IN TO:
Client Services Director

blue square.

SHARK NINJA
SENIOR CLIENT SERVICES MANAGER

WE'RE LOOKING FOR A BILINGUAL EMEA SENIOR CLIENT SERVICES MANAGER. GERMANY

As our EMEA Client Services Manager for Germany within our retail excellence programme, you will combine strategic retail thinking with hands-on account management. You will understand the client's business and retail landscape, identify opportunities to grow sales, and turn those opportunities into effective field activity across a geographically extensive market. Working closely with our in-market partner agency, you will take ownership of client campaigns, requests and end-to-end service delivery.

You will be the direct link between the UK Hub, the German market client and the in-market partner agency delivering field marketing and promoter activity. Fluent in German and English, you will build trusted relationships with senior retail stakeholders and agency partners, bringing informed recommendations as well as dependable day-to-day account management.

You will bring practical retail field experience and a clear understanding of how to grow sales through major retail chains such as MediaMarkt and Saturn. You will look beyond established ways of working, challenge constructively and help shape the programme as it develops. Alongside this strategic contribution, you will ensure services meet contractual service level agreements, manage competing priorities and deliver commercial growth and continuous service improvement with excellent attention to detail.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

CLIENT SERVICE

- An ambassador for the business – you'll be the connection between the business, the market client, and our local partner agency, providing excellent service and quality advice in every interaction
- Provide regular updates to the client on all activity within your statement of work, in the local market language where required
- Establish trust through asking the right questions and delivering on commitments, both with the client and with the in-market agency team
- Inspire confidence in the client and provide a point of contact and escalation for every eventuality, bridging any language or cultural gap between UK Hub and market

COMMERCIAL EXCELLENCE

- Track and monitor spend against allocated budgets to ensure excellent financial management
- Ensure all commercial activities meet budget and efficiency targets across your market(s)
- Be an expert in understanding all key performance indicators related to your statement of work to drive success and share best practice across the EMEA Hub
- Monitor and present statistics around service level agreement performance, providing creative and innovative solutions where necessary

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- Ensure a consistent and effective cadence of communication with internal and external stakeholders, continuously managing expectations across time zones and languages

INFLUENCE & INSPIRE

- Act as a confident partner to senior retail stakeholders, combining knowledge of the German retail landscape with expansive thinking to identify solutions, challenge assumptions constructively and recommend opportunities for sales growth
- Build strong relationships across the UK Hub, the German client team and the local partner agency, aligning stakeholders on retail priorities and supporting effective collaboration as the programme and ways of working evolve
- People management of direct reports and/or in-market agency teams 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, delivered through your local partner agency
- Deliver effective project management briefings across all stakeholders and departments, in the appropriate language, ensuring alignment and clear roles and responsibilities
- Manage the successful execution of projects and activities within your statement of work, through working with the local partner agency, internal stakeholders, and the market client
- 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

- Combine retail field insight, sales performance and client priorities to shape practical account plans that optimise delivery and grow retail sales across Germany
- Identify opportunities within major retail chains such as MediaMarkt and Saturn, translating your understanding of the client, retailer and in-store environment into actionable recommendations for sales growth
- Think beyond day-to-day account delivery to develop tactical and strategic retail opportunities, test new approaches with the client and partner agency, and review their impact to improve future activity

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Experience in account management, client services or a customer-facing retail field role, with the ability to combine strategic thinking and hands-on delivery; experience across European markets is desirable
- Fluent in German and English, both written and verbal
- Retail field experience with major retail chains, such as MediaMarkt, Saturn or comparable large-format retailers
- Willing and able to stay away from home, in market, for much of the working week

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- Strong commercial awareness, an expansive thinking style and the confidence to turn retail insight into practical recommendations and account plans
- A demonstrable understanding of how to grow sales in retail; relevant experience may come from different product categories, with retail / telecommunications knowledge an advantage
- Excellent relationship building and interpersonal skills across multicultural, multi-market teams
- Experience working with or through field marketing agencies or third-party retail delivery partners is desirable
- 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 and retail locations across a large geographical market
- Proven customer facing experience
- Previous experience of supporting customer accounts
- Strong cross-functional collaboration and indirect leadership skills, with the confidence to influence senior client stakeholders and in-market partners
- High level of initiative
- Resilient, dynamic, and tenacious

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.

