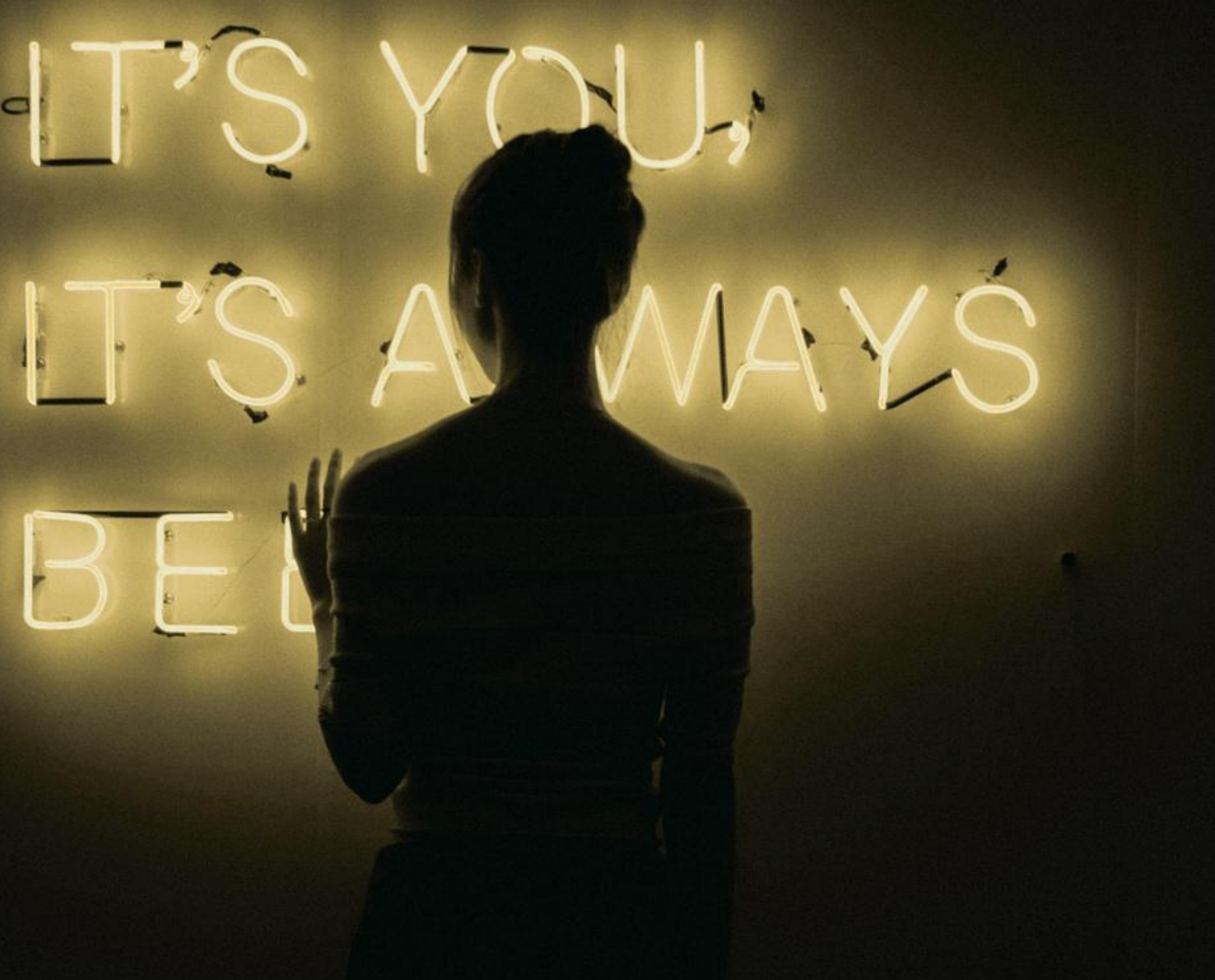




WE'RE LOOKING FOR A

CLIENT SERVICE MANAGER

LOCATION: Hybrid: National Travel/London HQ

SALARY: Up to £40,000 per annum

WORKING HOURS: 37.5 hours per week, Monday to Friday (12-months Fixed Term Contract)

OTHER BENEFITS: 20% Performance Bonus, Company Reward Scheme, Company Car/Car Allowance, Life Assurance, Discount portal, Aviva Pension, Company Sick Pay, ETHIC Values - Employee of the month

WE'RE LOOKING FOR AN EXPERIENCED CLIENT SERVICE SPECIALIST

As our Client Services Manager, you'll act as the trusted link between our clients and our operational teams, ensuring exceptional service delivery across a portfolio of client accounts.

Joining us on a 12-month fixed-term contract, to onboard an exciting new programme, you'll quickly become immersed in our business, taking ownership of client relationships, supporting operational delivery, and ensuring every campaign, project and service meets agreed objectives, SLAs and commercial expectations.

You'll be responsible for driving service excellence, identifying opportunities to improve performance and maintaining strong relationships with both clients and internal stakeholders. This role requires someone who thrives in a fast-paced environment, enjoys solving problems, and can confidently manage multiple priorities simultaneously.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

CLIENT RELATIONSHIP MANAGEMENT

- Build trusted relationships with key client stakeholders, acting as the primary day-to-day contact.
- Understand each client's objectives, priorities and business challenges to ensure outstanding service delivery.
- Provide proactive communication, ensuring clients remain informed without needing to chase for updates.
- Manage expectations whilst maintaining confidence and trust throughout all client interactions.
- Represent the voice of the client internally whilst championing Blue Square's capabilities externally.

ACCOUNT & SERVICE DELIVERY

- Manage the operational delivery of multiple client programmes simultaneously.
- Ensure all campaigns, projects and activities are delivered against agreed SLAs, KPIs and contractual commitments.
- Monitor service performance, identifying opportunities to improve efficiency and customer satisfaction.
- Coordinate cross-functional teams to ensure seamless project execution.
- Act as the escalation point for client issues, driving timely resolution and maintaining excellent customer experience.
- Continuously review service delivery processes and implement improvements where appropriate.

PROJECT MANAGEMENT

- Oversee multiple workstreams across a varied client portfolio.
- Coordinate project timelines, deliverables and resource requirements.
- Ensure projects remain commercially viable whilst delivering exceptional outcomes.
- Manage risks, dependencies and changing priorities effectively.
- Maintain accurate project documentation and reporting throughout delivery.

COMMERCIAL & BUSINESS SUPPORT

- Monitor account budgets, forecasting and spend against agreed financial targets.

- Support commercial discussions and identify opportunities to maximise account growth.
- Assist with client proposals, service enhancements and continuous improvement initiatives.
- Ensure commercial decisions align with client expectations and business objectives.

STAKEHOLDER COLLABORATION

- Develop strong relationships across Operations, Finance, HR, Recruitment and Marketing teams.
- Facilitate effective communication between departments to ensure successful delivery.
- Support senior leadership with reporting, insight and client updates.
- Encourage collaborative working and knowledge sharing across the wider business.

REPORTING & PERFORMANCE MANAGEMENT

- Produce regular client reports demonstrating service performance and KPI achievement.
- Monitor SLA compliance and identify trends requiring action.
- Present performance updates internally and externally with confidence.
- Use data and client feedback to recommend service improvements and future opportunities.

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Willing to embrace, live and embed our ETHIC Values: **Excellence, Together, Heart, Integrity & Curious**
- Previous Client Services, Account Management or Customer Success experience.
- Proven ability to manage multiple client accounts simultaneously.
- Excellent relationship-building and stakeholder management skills.
- Strong commercial awareness and business acumen.
- Exceptional organisational and prioritisation skills.
- Excellent written and verbal communication.
- Confident managing multiple projects within fast-paced environments.
- Experience presenting updates and reporting to clients.
- Strong problem-solving and decision-making ability.
- Highly proactive with excellent attention to detail.
- Competent using Microsoft Office, particularly Excel, PowerPoint and Teams.
- Previous experience within a field marketing or brand engagement agency.
- Experience managing retail, technology or telecommunications clients.
- Knowledge of service delivery and SLA management.
- Experience working alongside operational field teams.
- Budget management and commercial reporting experience.

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 TEAM.

**EXCELLENCE
TOGETHER
HEART
INTEGRITY
CURIOUS**

