



WE NEED YOU

WE'RE LOOKING FOR

CLIENT SERVICES MANAGER

LOCATION:

London / Home / Germany

WORKING HOURS:

Monday – Friday, 37.5 hours per week

SALARY:

Up to £50,000 per annum

OTHER BENEFITS:

20% Performance Bonus, Car Allowance / Company Car, Rewards Hub Discounts, Aviva Pension

CONTACT TYPE:

Permanent

REPORTING IN TO:

Client Services Director

blue square.

**SHARK NINJA
CLIENT SERVICES
MANAGER**

WE'RE LOOKING FOR A BILINGUAL EMEA CLIENT SERVICES EXPERT

As our EMEA Client Services Manager within our retail excellence programme, you will understand your market client and its business inside out. You'll be responsible for monitoring and progressing client campaigns, activity, requests, and end-to-end service management across your market portfolio, working in close partnership with our in-market field agency to deliver excellent retail execution.

The direct link between the UK Hub, the local market client, and the in-market partner agency delivering field marketing and promoter activity on the ground. Fluency in the relevant market language is essential to this role, enabling you to build genuine trust and operate seamlessly with client stakeholders and agency partners in-country.

You will ensure that effective and efficient services are delivered to contractual service level agreements and our solutions are fit for service, growing client brand awareness and commercial growth and service improvement plans. You will be the expert in spinning multiple plates and pushing the boundaries, always delivering exceptional results 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
- Ensure a consistent and effective cadence of communication with internal and external stakeholders, continuously managing expectations across time zones and languages

SHARK NINJA CLIENT SERVICES MANAGER

INFLUENCE & INSPIRE

- Be a key influencer in stakeholder meetings through identifying solutions and areas of opportunity, representing the Hub confidently in the local market language
- Build and develop strong relationships across internal departments and with the local partner agency to always ensure outstanding service delivery, and encourage continuous improvement to processes and ways of working
- 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

- Use your expertise to provide insight and guidance on how to optimise and grow delivery of your statements of work
- Actively develop the business, growing your knowledge of your market client to maximise future revenue opportunities
- Innovate and grow tactical and strategic opportunities, propositions, and service delivery within your account and across the wider EMEA Hub

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Previous account management / executive experience essential, with experience working across European markets ideal but not essential
- Fluent in English and one or more of German, French, Spanish and/or Italian (written and verbal)
- Willing and able to stay away from home, in market, for much of the working week
- Good commercial awareness and critical thinker
- Experience and/or understanding of the retail / telecommunications industry
- Excellent relationship building and interpersonal skills across multicultural, multi-market teams
- 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

SHARK NINJA CLIENT SERVICES MANAGER

- Ability to manage multiple projects and multiple markets 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

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.

