

Client Experience Manager

Our client is opening a 30,000 square meter landmark building in Madrid, opening in October 2018 and will comprise:

- 2500 employees from 25 subsidiary businesses
- Staff restaurant and separate coffee bar seating 300
- Business lounge with 7 large meeting rooms and auditorium for 200 and function area with bar
- Coffee and tea points throughout the building
- 200 car parking spaces
- All associated FM services

Role Purpose

The Client Experience Manager will be responsible for the client, visitor and employee experience before during and after visiting the site. Initially this will involve creating and moulding the customer journey from its inception. Post mobilization, the role will additionally focus on commercializing space and services within the building.

Key Responsibilities

- Responsible for on boarding and mobilizing front of house and catering operations and suppliers to go live
- Create complete suite of process and procedures for smooth operating of front of house, catering and events
- Owns and creates robust plan for building revenue generation including managing event spaces and conceives additional opportunities where possible
- Manages revenue services/income and corresponding P&L – facilitates ideas with suppliers to encourage revenue generation
- Ensures a consistently high quality experience and environment for all users of the building but particularly in front of house and event areas
- Responsible for the performance management of all front of house service partners (reception, helpdesk, event hosts etc.)
- Manages the front of house team and delivers a high end service aligned with the campus expectations and vision
- Act as focal point for clients, visitors and employees – gain feedback (chair staff feedback meetings) – review services – innovate and evolve.
- Ensures the building 'personality' is always considered when making decisions
- Considers cost and quality equally when making decisions
- Behaves as the 'guardian' of quality in everything building-related from the standard of catering to its cleanliness and decorative standards.
- Works with branding company to ensure all messaging/signage/communications are 'on message'
- Owns/reviews/uses any building data collected to ensure optimisation of space/revenue etc.
- Responsible for encouraging horizontality by delivering regular 'events' that bring local business teams together formal and informal gatherings
- Deputises for the Services Manager where necessary

Background and experience

- Significant experience and a proven track record of managing a multi tenanted landmark building within a blue-chip environment.
- Extensive experience with large scale/multi stakeholder client environments
- Proven track record of growing volume, profitability whilst striving for client satisfaction and constant improvement.
- Proven track record of developing strategic innovative solutions and implementing them successfully.
- Ability to manage multi-disciplined service providers in a 'start-up' situation and steady state environment.
- Beneficial if any involvement in a building startup/opening

Key skills and competencies

- Natural consultative approach with the ability to form strong working relationship through gravitas, an engaging personality and business credibility
- Demonstrable drive, enthusiasm, ambition to make an impact on this exciting project.
- A knack for thinking creatively when faced with challenges with good business acumen – understand the difference between cost and value.
- Easily able to articulate solution not product with a hungry, inquisitive and detailed disposition.
- Assertive but with excellent listening and coaching skills - business focussed and forward thinking
- A strong planner with strong presentation skills.
- Well-presented, have excellent communication skills, personable and engaging.
- Able to work well as part of a team as well as independently.
- A sound understanding at a basic level of core project financial disciplines such as task management, time tracking, profit and loss accounting, revenue, cost and cash flow forecasting.
- Fluent in Dutch and good business English required.

Measures of success and key stakeholders

KPIs

- P&L Account
- Client, visitor and employee journey satisfaction
- Supplier engagement, innovation and performance
- Team stability and quality of delivery

Key stakeholders

- Business leaders from the client
- RECS leaders from the client
- Instant Regional Director for the account
- Senior Instant Directors

Working at Instant

1.1 About The Instant Group

Founded in 1999, The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients injecting flexibility, reducing cost and driving enterprise performance. Instant places more than 7,000 companies a year in flexible workspace such as serviced, managed or co-working offices including Sky, Network Rail, Capita, Serco, Teleperformance, Worldpay, and TMF making it the market leader in flexible workspace.

Its listings' platform [Instant Offices](#) hosts more than 12,000 flexible workspace centres across the world and is the only site of its kind to represent the global market, providing a service to FTSE 100, Fortune 500, and SME clients. With offices in London, Newcastle, Berlin, Haifa, Dallas, New York, Miami, San Francisco, Hong Kong, Sydney, Singapore, and Kuala Lumpur, The Instant Group employs 230 experts and has clients in more than 150 countries. It has recently been included in the 2018 Sunday Times' HSBC International Track 200.

1.2 A business is only as good as its people

It's not all noses to the grind-stone though; Instant is a fun and dynamic place to work, where colleagues support one another and where the next social event is always just round the corner. We have been rated as one of the best small companies to work for and as one of the top companies with the fastest-growing international sales by the Sunday Times and are committed to continuing to make Instant a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

We are a fast-growing business with an exciting and vibrant atmosphere, where staff are encouraged to think for themselves and are rewarded for contributing to our success.

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

1.3 The details

We pay market salaries and the right person will be offered a package according to their experience.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Alice Mitchell:

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