

# Client Services Coordinator

## ROLE PURPOSE

This role will report to the onsite Client Services Manager, who will, in turn, report into a Client Services Director based in Israel.

This role will support the Client Services Manager in the day to day operational activities delivered on one or several client sites. Within the role you will have a good understanding of client requirements and any Instant services delivered on site. You will support the CSM in ensuring that services are delivered to time and budget, deputizing as required.

You will integrate seamlessly with the client FM team while still adhering to Instant's values.

## KEY RESPONSIBILITIES

- Assisting the Client Services Manager with day to day management and administration of the space
- Act as second in command to the Client Services Manager (holiday cover etc.) escalating as appropriate to the Client Services Director
- Raising purchase orders, quotations etc
- Ensure the client is delighted with all the facilities and that all work is undertaken in a timely and professional fashion
- Assist in keeping the electronic filing systems and the IWMS (Integrated Workplace Management System) up to date
- General project and team administration
- Management of the access control system
- Ordering items for the client and Instant use
- Logging helpdesk jobs and providing reporting ad hoc and regular
- Assisting with any client events
- Liaising with suppliers and members of the broader outsourced team including reception, security, cleaning and M&E teams
- Managing budgets
- Preparing client communication
- Undertaking regular quality checks/audits
- Any other ad hoc duties required

## BACKGROUND AND EXPERIENCE

- Excellent written and spoken English
- A knowledge of outsourced facilities management is beneficial
- Must have a good working knowledge of all MS packages
- Administration and coordinating experience
- Excellent customer service and client relationship skills
- Ability to manage multiple tasks and prioritise workload
- A background of reception / PA and customer services roles
- A knowledge of facility management systems is ideal but not essential (IWMS/CAFM)

## KEY SKILLS AND COMPETENCIES

This role involves having the following key skills and competencies, namely:

- Responsible
- Adaptable
- Inspires confidence

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**Job Description**  
**[Job Title Here]**

- Attention to detail
- Accountability

# Working at Instant

## 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.

## 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 around 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.

## For more information please contact Alice Mitchell:

alice.mitchell@theinstantgroup.com  
+44 20 7298 0616  
www.theinstantgroup.com  
www.instantoffices.com