

Client Services Manager

ROLE PURPOSE

This role is responsible for managing the day to day operational activities on one or several client sites. Within the role you will have full responsibility for any Instant services delivered on site and a full understanding of client requirements ensuring that services are delivered to time and budget. You will also be expected to recognise opportunities for selling additional services to clients.

You will integrate seamlessly with the client FM team while still adhering to Instant's values and keeping an eye on the commercial aspects of the contract.

KEY RESPONSIBILITIES

- Ensure the successful introduction, implementation and ongoing delivery of contracts or services and the successful extension/renewal of existing contracts or services
- Management of hard and soft services delivery, including managing outsourced service providers
- Account and client relationship management
- Lead and participate in Client review meetings
- Managing and maintaining a good relationship with the building Landlord as necessary
- Driving growth from existing client base
- Ensuring compliance with statutory, Client and Instant H&S and operational policies
- A full understanding of and working within operational budgets
- Recognising opportunities for selling additional services and the facilitation of implementing them
- Managing and maintaining a good relationship with the building Landlord as necessary
- Managing the procurement of all property and FM items
- Project management of small-medium office and property projects

BACKGROUND AND EXPERIENCE

- Extensive outsourced FM service delivery experience
- Experience of developing and managing service providers and client, SLAs/KPIs
- Superior client relationship management skills
- A good understanding of outsourcing and outsourcing processes; particularly FM and related services
- P&L management
- Account development
- Good working knowledge of H&S in the work place
- Experience and knowledge of Corporate Social Responsibility agendas

KEY SKILLS AND COMPETENCIES

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

- Bilingual in Dutch and English, ideally with French too
- Client management
- Exceptional organisational skills
- Excellent communication skills
- Flexible and adaptable approach to work
- Able to prioritise workload
- Problem solving
- Adaptable
- Gravitas
- Inspires confidence in clients

Job Description
[Job Title Here]

- Attention to detail
- Accountability

MEASURES OF SUCCESS AND KEY STAKEHOLDERS

- Managing sites within budget
- Client satisfaction
- Performance against P&L

Key stakeholders

- Account Directors
- UK and EMEA COO
- Operational and senior clients

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 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.

For more information please contact Alice Mitchell:

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