

# Client Services Manager – Health & Safety Biased

## ROLE PURPOSE

Reporting to the Operations Director this role is responsible for managing all aspects of Workplace Services and operation delivery for a number of key strategic clients. Within the role you will have full responsibility for all Instant services delivered to the client, either on site or virtually across a portfolio of offices.

The role will also be responsible for managing and maintaining Instant Groups H&S, assisting the with the implementation and delivery of the management plan and ensuring the organisation operates in a compliant manner.

You will require a full understanding of your clients' requirements to ensure that solutions are delivered to time, budget & to client satisfaction. You will also be expected to recognise opportunities for selling additional services to clients.

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

## KEY RESPONSIBILITIES

- Undertake effective account and client relationship management through identifying and developing strong working relationships with key client contacts, decision makers and influencers
- Facilitate client and internal workplace events
- Recognising opportunities for selling additional services and facilitating their implementation
- Work as part of a team to ensure the successful introduction, implementation and ongoing delivery of contracts or services and the successful extension/renewal of existing contracts or services
- Lead and participate in Client review meetings
- Work with the Client Account Team to put together an account development plan for each client
- Take full responsibility for ensuring each client receives the contracted services with exceptional customer service and delivery
- Provide accurate monthly and quarterly reporting and invoicing
- Provide support and assistance to the external H&S Management Advisors
- Coordinate and assist in the management, delivery and execution of the following H&S related processes, functions and tasks across Instant Groups offices and client sites:
  - Annual H&S auditing and inspections, closing out non-conformities
  - General Risk Assessments
  - Fire Risk Assessments
  - DSE assessments
  - Pregnant worker risk assessments
  - Young person's risk assessments
  - PEEP's (Personal emergency evacuation plans)
  - H&S training needs analysis
  - H&S related training courses and workshops
  - Accident/Incident investigating and reporting
  - Implementation of new and updated H&S management processes and procedures
  - H&S reporting and H&S performance monitoring
  - Attend the H&S committee meeting, write up and distribute meeting minutes
  - Staff H&S Induction
- Where required assist and support the internal management team to help them fulfil their H&S duties and responsibilities relating to the above areas

## **BACKGROUND AND EXPERIENCE**

- Extensive outsourced FM service delivery experience
- Extensive H&S implementation and delivery experience at a group level (NEBOSH required)
- Biased for soft services and food and beverage
- Experience of using technology as a tool in the workplace
- Experience of managing service providers, SLAs/KPIs
- Superior client relationship management skills
- A good understanding of outsourcing and outsourcing processes; particularly FM and related services
- Some experience of P&L management
- Account development
- Good working knowledge of H&S in the work place desirable

## **KEY SKILLS AND COMPETENCIES**

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

- Excellent presentational & relationship building skills, with the ability to challenge, influence and give advice to senior stakeholders
- Good client management skills
- Exceptional organisational skills
- Excellent communication and interpersonal skills
- Flexible and adaptable approach to work
- Able to prioritise workload and to multi-task
- Problem solving
- Shows initiative
- Engaging personality

## **MEASURES OF SUCCESS**

- Client satisfaction
- Managing portfolio/sites within SLAs/KPI's set with client
- Revenue generation

# 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 mind-set.

## The details

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

You will be based at our head office at the Blue Fin Building in Southwark but may be required to work on a client site. The building boasts amazing views over London with café, coffee shop, roof terrace and paid gym in the basement.

The area itself (Bankside) is one of the oldest parts of London – entrepreneurs, artists and revellers have flocked here for almost 2,000 years. It is one of London's most vibrant areas, with a heady mix of culture, foodie delights, attractions and architecture. Bankside was once known as London's larder, it's a title that lives on today in the fresh produce of Borough market and the wealth of fine restaurants, pavement cafes and shops surrounding it.

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