

Client Services Director – APAC

ROLE PURPOSE

Reporting to the Head of Operations, this role is a senior client operations director who is responsible for operational and financial performance of large outsourced workplace contracts across APAC. Within the role you will be expected to have a clear understanding of the industry sector, client needs and contractual terms. You will also be responsible for leading the profitable development of the client accounts and positioning Instant Group as a strategic business partner, whilst creating competitive advantage for both the clients and Instant Group.

KEY RESPONSIBILITIES

Operational management

- Procurement and mobilisation of all FM service lines
- Define service level agreements and drive performance through continuous improvement methodologies to meet/exceed these at all times
- Identify all operational, H&S, compliance and financial risk areas, implement necessary controls and ensure regular independent audit. Escalate and attempt to mitigate any high risks in both the clients' and Instant Group's organisations
- Ensure the continuous review and improvement of all service lines
- Deliver on operational SLA's and KPI's
- Manage regional teams to deliver solutions
- Build relationships with key vendors and ensure they are satisfying the business needs of the client base
- Define the requirement and development of any client-specific solutions
- Lead / coordinate new service implementations
- Plan, procure and project manage any ongoing churn projects

Client Relationship Management

- Manage the clients proactively and professionally, ensuring their expectations are not only met, but also exceeded
- Seek to position Instant Group as a strategic partner of the customer, through proposing business solutions that add value and competitive advantage to the customer's business and enhance its performance and reputation
- Create a strategic client plan, anticipating customer needs for a minimum of three years and engaging the wider Instant Group business to create compelling solutions and options
- Identify and develop effective relationships with key clients, decision makers and influencers. Map and engage new contacts to further penetrate the organisation
- Develop an in-depth understanding of customers' challenges and influence Instant Group's strategy accordingly, to enable us to anticipate and respond to client's current and future needs
- Resolve issues escalated by the client and communicate effectively to our global teams

Financial management

- Creation of initial account budgets and costs for all service lines
- Manage the budgeting and forecasting processes and be accountable for overall financial performance of the account
- Ensure direct reports understand financial targets and support their achievement
- Ensure a structured plan for profit enhancement is in place and monitored closely for performance
- Be aware of and exercise sound business judgment in such areas as global market conditions, competitive and commercial activities, general economic conditions and related matters
- Ensure all client feedback is responded to in a timely and effective manner and that plans for change resulting from the feedback are communicated effectively to our clients

- Effectively engage the client Executive Sponsor and ensure that the client strategy is understood and agreed by key stakeholders in Instant Group's

People management and development

- Work closely with all levels, including senior and executive management, managers, and staff at client sites and within global and regional corporate offices
- Manage the selection, induction, development, retention, motivation and performance management of direct reports
- Establish credibility with direct reports, communicating effectively and ensuring a two-way process for sharing information is in place
- Manage the succession planning and development process for site-based management and other key roles
- Define and manage the global communications structure and processes
- Ensure feedback from the teams and Employee Opinion Survey is acted upon and plans for change resulting from the feedback are communicated effectively across the employee base
- Ensure all Human Resources matters are managed effectively and consistently

BACKGROUND AND EXPERIENCE

- Proven track record of strategic property and facilities management delivery
- Extensive outsourced FM service delivery experience
- Experience of managing service providers, SLAs/KPIs
- Strategic client relationship management skills
- Significant experience and a proven track record of being a recognised leader and manager of people in an international or global customer service intensive environment
- A natural consultative approach with the ability to form strong working relationship through gravitas, an engaging personality and business credibility
- Proven track record of growing volume, profitability and client satisfaction
- Proven track record of developing strategic solutions that have permanently resolved poor contract performance or difficult situations

KEY SKILLS AND COMPETENCIES

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

- Excellent numeracy, written and oral communication skills
- Laser focus on customer experience
- Excellent communication and problem-solving skills, highly numeric with the ability to understand and interpret financial and accounting data
- Can devise and implement strategies to benefit both Instant and their clients.
- Have a full understanding of the Client's strategic position within Instant including any potential account development
- P&L responsibility - assist in the production of, and deliver to, an agreed account plan and budget.
- Account planning and development
- Development of client operating cost models maximising Instant profit as well as ensuring value for money for clients
- Identifies and converts commercially viable new business opportunities, whilst maximising profitability
- Identifies ways to improve organisational profitability
- Builds and maintains strategic relationships with internal and external individuals and groups
- Establishes and delivers realistic budgets
- Benchmarks against competitors to find best practices in the industry
- Consistently excellent performance
- Drives success through effective negotiation
- Proactive management of lease events