

Client Services Manager

Role Purpose

Reporting to a regional Client Services Director this role is responsible for managing local client relationships and delivery of services to those clients. Within the role you will have full responsibility for any Instant services (as well as hard FM and soft services) delivered to your local clients.

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
- Manage clients proactively and professionally to ensure expectations are exceeded
- 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
- Recognising opportunities for selling additional services and facilitating their implementation
- 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
- Take ownership of resolving client escalation of any issues they encounter with the office (landlord or service providers) within your region
- Work alongside the Instant global team as required on specific key client tenders and pitches
- Provide accurate monthly and quarterly forecasting, reporting and invoicing, using Salesforce, Fred and iWMS as required and advised
- Working with global Supply Chain team, responsible for the procurement, mobilisation and ongoing management of the suppliers
- Management of hard and soft services delivery on site including managing outsourced service providers
- Ensuring compliance with statutory, client and Instant H&S and operational policies
- A full understanding of and working within operational budgets
- Managing and maintaining a strong and effective working relationship with the building Landlord as necessary
- Managing the procurement of small items / services / chum works, moves and changes and move management
- In addition to the above you will be, in the initial period, Instant's sole representative in country and therefore will be required to work alongside Group Finance, HR, Legal, Sales and Operations to enable company administration in-country

Background and experience

- Superior client relationship management skills
- Proven account development experience
- Strong knowledge of the serviced office industry within your region
- Experience of managing service providers, SLAs/KPIs
- Problem solving
- A good understanding of outsourcing and outsourcing processes; particularly FM and related services
- Some experience of P&L management

Key skills and competencies

Skills:

- Strong client relationship management and account development experience and skills
- Excellent communication and interpersonal skills
- Exceptional organisational skills
- Flexible and adaptable approach to work
- Able to prioritise workload and to multi-task
- Problem solving
- Shows initiative
- Engaging personality
- Extensive outsourced FM service delivery experience
- Experience of managing service providers, SLAs/KPIs
- A good understanding of outsourcing and outsourcing processes; particularly FM and related services
- Good working knowledge of H&S in the work place desirable
- P&L management

Competencies (Behaviours):

- Credible & resilient
- Responsible
- Adaptable
- Has gravitas & Inspires confidence in clients
- Has tenacity
- Excellent attention to detail
- Accountable
- Professional
- Diplomatic

Measures of success and key stakeholders

KPIs:

- Client satisfaction
- Revenue growth & generation
- Managing portfolio delivery within within SLAs/KPI's set with clients

Key stakeholders: Senior clients, regional CSD Directors, COO EMEA, Account Team, Group Management and Executive