

Role Profile: Client Services Director

Job title	Managed Offices Client Services Director
Responsible to	Managing Director
Location	London
Job advertised	Thursday 26 January 2012

Job Summary

We are seeking a passionate, talented, self driven and dynamic Client Services Director to join our Managed Offices Team.

The Client Services Director will be responsible for new project delivery and for growing profitable revenues from new and existing contracts working with our supply chain partners to provide our clients with a high quality service driven occupier experience.

The Managed Office Team has doubled the number of offices it manages in the last 12 months and it expects to add another 5 offices in the next 6 months. The Client Services Director will be in charge of driving the team forward and implementing the strategy and processes necessary for the team to deliver and manage the projected site growth over the next 3 years this encompasses both fit out and ongoing FM functions.

Principle Duties and Accountabilities

- **Strategy and plan:** The Client Services Director will develop and implement a strategic plan to ensure that the team and processes are in place to enable considerable expected growth over the next 3 years. This includes but is not limited to the implementation of an outsourced FM model, defining Instant's FM proposition and building close partnerships with FM integrators and fit-out suppliers globally.
- **Team Leadership:** The Client Services Director will take personal responsibility for the performance of the entire Client Services team including outsourced service partners, contractors and suppliers.
- **Financial:** The Client Services Director will be responsible for agreeing the budget for each contract with the relevant Director and for delivering projects and services within that budget through the life of the contract.
- **Commercial:** The Client Services Director will support the sales process to maximise profitable revenue from service provision before contract signature and will develop strategies to grow such revenue throughout the life of the contract.
- **Service:** The Client Services Director will be responsible for the

development and delivery of a high quality service driven occupier experience worthy of the Instant brand

- Project management: The Client Services Director will be responsible for the delivery of projects to the agreed specification and timescale on time and within budget in accordance with the customer contract.
- Facilities management: The Client Services Director will be responsible for the delivery of facilities management services to the agreed specification and service levels within budget in accordance with the customer contract. Supply Chain management: The Client Services Director will be responsible for the management of effective relationships with supply chain partners, contractors and suppliers.
- Compliance: The Client Services Director will be responsible for all compliance issues relating to Health, Safety and other workplace regulation, lease terms, customer contract terms, supplier contract terms and general quality control.
- Risk: The Client Services Director will be responsible for ensuring that risks to Instant Managed Offices and its customers are identified, minimised and mitigated against
- Administration: The Client Services Director will be responsible for ensuring that all expenditure and payments in relation to projects is properly monitored and recorded and for the maintenance of all necessary site records and contract information.
- Communication – The Client Services Director needs to be an excellent communicator with clients and the supply chain but also internally with Finance, Sales and Marketing. With Finance to ensure cost, margin and risk control during bidding, delivery and over the life of the contract. With Marketing to generate case studies, referrals and new leads. With Sales to strongly support the team with FM and fit-out knowledge but also nurturing the client relationship.

Competencies

The Client Services Director will be self-driven, results-oriented with a positive outlook, and a clear focus on business profit. Passionate about customer service and capable of working in collaboration with complex supply chains. A natural forward planner who critically assesses their own performance. Mature, credible, and comfortable in dealing with senior big company executives. Reliable, tolerant, and determined. An empathic communicator, able to see things from the other person's point of view. Well presented and businesslike. Sufficiently mobile and flexible to travel up to a few days a month within the UK and Europe if required. Keen for new experience, responsibility and accountability. Able to get on with others and be a team-player. A senior property and facilities professional with appropriate industry experience and a track record of delivering projects and profitable growth, who is looking for a position of responsibility in an entrepreneurial and fast growing business.

The individual needs to be capable of managing a portfolio of approx 50 contracts (including a growing number overseas) bringing in approx £50m p.a. within revenues in 3-4 years time, and managing 3 or more fit-out contractors and 3 or more FM integrators simultaneously in several countries.

The Client Services Director also needs to be a great fit with a 'we can do it' mindset and a total client focus, making our clients' experience of Managed offices flawless so they never want to go anywhere else.

Technical / Professional Expertise and Qualifications required

- Technical knowledge of construction/fit out projects and contracts, FM strategy, service level agreements and contract.
- Experience of managing construction /fit out projects, setting FM strategy and delivery of services. Particularly in the areas of demanding SLA's, knowledge of industry quality standards, automated performance reporting and use of industry systems and CAFM to manage FM service.
- Budgeting and financial management experience (a working knowledge of Great Plains would be beneficial).
- Market knowledge of construction /fit out and FM suppliers.
- A line manager who will inspire, coach and develop their people.

To apply

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