



Client Manager – Job Description

Wallacespace provides bright, innovative spaces for offsite meetings, training, workshops and events. Delighting our clients with our can-do attitude and proactive approach is what we do and everyone who works with us shares this objective.

We are looking for a dynamic and highly motivated Client Manager to work as part of a friendly team where no two days are the same in one of our stunning central London buildings. We love people who never use the words “it’s not my job” so if this is you, come and work for a leader in meeting venues and events.

What you will bring to thrive in this role

You will help us grow our business and reputation by using your fantastic account management and communication skills to build and maintain strong relationships with existing and prospective clients as well as overseeing the coordination of meetings and events.

You will be the first point of contact for client enquiries via website, email, and telephone - producing persuasive proposals to secure new and returning business. These activities form an integral part your role and therefore you will need to be enthusiastic about sales and service.

A natural team player, you will enjoy collaborating with your client services and facilities colleagues to look after our spaces, ensuring the environment always meets and exceeds client expectations.

You will be commercially savvy and comfortable working with numbers, often taking part in negotiations to both retain clients as well as engage with potential leads to bring in revenue. You will relish the challenge of achieving commercial targets, for which we will provide a wealth of support, mentorship and tangible rewards.

Core hours are Monday to Friday 7.30am to 7pm and Client Managers work a mix of early and late shifts through the week.

Early shift is 7.30am to 4pm/Late shift is 10.30am to 7pm

Key skills we are looking for

- Strong client centric approach
- Passion for sales
- Outstanding communication skills
- Experience in business development, client or customer care or account management - but we are open to speaking to candidates from any professional background
- Dedication to personal and professional learning and development
- Previous experience using CRM software is desirable but not essential

What we offer you

As well as a competitive salary of £26- £28K (depending on experience), the benefits we offer include..



The benefits of
a career @ wallacespace



bonus scheme



WeCare support:
a free 24/7 online
GP, counselling & more



free breakfast,
lunch & drinks



bike loans



travel loans



life assurance



induction week
followed by internal
+ external training



monthly team
tombola with great
prizes



regular social
events



a culture of
listening to &
valuing team
feedback



company pension
scheme



talks & guest
speakers



access to a
personal
development
fund



25 days holiday a year +
bank holidays + an extra day off
for your birthday!