



Senior Client Manager - Job Description

Wallacespace provides bright, innovative spaces for offsite meetings, training, workshops and events. Delighting our clients with our can-do and will-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 Senior 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. If you are a natural people pleaser who thrives on delivering great service, come and work for a leader in meeting venues and events.

Primary Objectives:

- Expand our client portfolio.
- Acquire new contacts and convert enquiries.
- Drive sustained and incremental growth in overall revenue.

Key Responsibilities:

Client Enquiries:

- Successfully negotiate and close deals, whilst always putting value before price.
- Proactively respond to new and returning client enquiries via phone, website, and email.
- Create compelling proposals that advise and showcase the unique value of Wallacespace: ensuring clients choose us over competitors.

Business Development:

- Rigorously follow the Wallacespace contact strategy to nurture and expand your client portfolio to generate an increase in revenue. Primarily by:
 - a. Building and maintaining regular contact with your existing clients
 - b. Asking for and securing repeat business
 - c. Asking for and obtaining referral contacts for development
- Recognise and reward client loyalty to exceed client expectations and foster advocacy.
- Seek out, negotiate, and secure preferred partnership opportunities.
- Conduct thorough research to identify potential clients and action agreed strategies to attract and secure their business.
- Work closely with venue finding agencies to build successful commercial partnerships.

Collaboration:

- Communicate effectively and professionally, bringing energy, resourcefulness, and authentic client-centricity to every interaction.
- Collaborate closely with the Client Experience Team during the event hand-over process to ensure we deliver on our promises.

Target Achievement:

- Achieve and exceed agreed-upon revenue targets and key performance indicators, including enquiry conversion rates and portfolio growth percentages.
- Monitor progress against targets, and take proactive steps as needed to ensure success.



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Market Analysis and Reporting:

- Stay updated industry trends and competitor activities to identify new opportunities or threats.
- Put forward ideas to help us stay ahead in the marketplace and win new business.
- Provide regular feedback and insights to the management team to support strategic decision-making.

We Are Looking For:

Experience:

- Demonstrable experience in sales, new business development and account growth.
- Use of CRM systems.
- Strong client-centric focus.

Skills:

- Outstanding people and communication skills.
- Excellent negotiation skills.
- Ability to work collaboratively within a team environment.
- Strong analytical and strategic thinking abilities.

Attributes:

- Proactive and results-driven mindset.
- High energy, resourcefulness, and a positive attitude.
- Authentic client-centric approach.

Salary: £33-35K plus the below benefits



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!