



## Client Manager - Job Description

Wallace Space 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 fabulous 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.

Highly organised, you will ensure each day that our clients achieve the most out of their time with us by responding to all new enquiries, managing upcoming bookings, proactively seeking new business and overseeing the coordination and administration of all events and meetings in our buildings.

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

You will be commercially savvy and comfortable working with numbers, often putting together bespoke packages to both retain business as well as engage with potential leads to bring in revenue. You will relish the challenge we set you to grow your own client portfolio, for which we will provide a wealth of support, mentorship and tangible rewards.

### Key skills we are looking for

- Strong client centric approach
- Outstanding communication skills
- Experience in business development, client or customer care or account management
- Passion for personal and professional learning and development
- Previous experience using CRM software is desirable but not essential

### What we offer

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



bonus scheme



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



free breakfast,  
lunch & drinks



bike loans



travel loans



life assurance



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



33 days holiday a year,  
including bank holidays  
Plus an extra day off  
for your birthday!

*We welcome applicants from all backgrounds. However, in line with the Asylum & Immigration Act any candidate must be eligible to live & work in the UK.*

Feel good, think better, achieve more