



## Senior Client Manager - Job Description

Wallacespace provides brighter thinking spaces for offsite meetings, training, workshops and events. We are looking for a dynamic, highly motivated and energetic Senior Client Manager to work as part of a team, across our four central London venues - where no two days are the same. Our venues are unique in style and unique in the staff that we employ. Delighting our clients with our can-do attitude and proactive service is what we do in our venues and everyone who works with us shares this objective; our whole being is client centric.

### About the role

As a Senior Client Manager, you will create new business opportunities for wallacespace by identifying and developing prospective clients and developing existing relationships from a variety of sectors and industries - ultimately delivering commercial success.

You will have regular conversations with clients - keeping wallacespace front of mind. Your objective will be to help grow our account portfolio 1) in quality 2) by volume and 3) by value.

You will also collaborate with your clients to manage their upcoming bookings. Your objective is to plan and prepare such that they can achieve the most out of their time at wallacespace. You should be commercially minded and comfortable working with numbers and calculating rates – often putting together bespoke financials for individual events.

You will work closely with the rest of the client services team and other departments across our 4 locations to ensure our environment meets, and exceeds, client expectation.

This is a varied and intelligent role that requires you to establish strong relationships with the people around you: clients, prospects, your team and your managers. It requires an abundance of energy, resourcefulness, and a love of dealing with people and a keen eye for detail. In addition, the successful candidate will be required to achieve set KPI's and revenue targets.

### About you

- Demonstrable experience in identifying and developing new business opportunities
- Proven experience of sustained account growth
- Strong customer focus for a client centric environment
- Driven for personal and professional learning and development
- Outstanding interpersonal skills
- Previous experience using CRM software

We love people who never use the words “it’s not my job”. If this is you, come and work for one of the leading brands in venues and conferencing.

### What we offer

- Free Lunch – who said there’s no such thing? At wallacespace our food is designed to help our clients stay focused + more productive, so we’d be missing a trick if we didn’t share it with our teams.
- Discretionary bonus scheme
- Life assurance
- Pension scheme
- Access to travel loans + the cycle to work scheme
- Excellent opportunities for progression and the advantage of working with great people in a unique environment
- An opportunity to engage with industry leaders and FSTE 100 businesses
- Access to internal and external training and career development

### In addition to some great day to day benefits a Senior Client Manager will also receive:

£27k - £33k per annum (depending on experience)

25 days holiday per annum + 8 annual bank hols

We welcome applicants from all backgrounds. You will be required to provide proof of your continuing right to work and live in the UK. Unfortunately, there are no sponsorship opportunities.