

# JOB DESCRIPTION: CLIENT SERVICES DIRECTOR

**LOCATION** EC4

**REPORTING TO** Divisional Director

**BENEFITS** Competitive salary | Uncapped OTE | 24 Days Holiday not including bank holidays | Cycle to Work Scheme | Travel Card Loan | Monthly paid company socials | Summer Event to Royal Ascot | Annual Company Christmas Party | Learning and Development Training | Pension (as of April 2016) | MyWorkOffers subscription | Target related flexi-time | Day off on your Birthday | Company Profit Bonus which is at Board discretion and related to company and individual performance | One charity day per year

**HOURS OF WORK** 08:30 - 17:30

**WHO WE ARE** Reuben Sinclair is an award winning recruitment agency based in the City of London. The team specialise in sales, marketing, PR and digital. It is our aim to be **invaluable** to our candidates and clients.

**OUR VALUES** We are always:

- Consultative**
- Improving**
- Proactive**
- Positive**
- Solutions Focussed**

**THE JOB** Responsible for the full Account Management process with chosen accounts. Full Client Delivery responsibility where any resourcing efforts will be completed in full by Resourcers. You will be responsible for ensuring effective and excellent service delivery within the relevant division in order to achieve agreed commercial and revenue targets, from a portfolio of accounts. There will also be an expectation for the ability to help maximise any repeat business from within the existing accounts. You may be required to have direct responsibility for the Management of the account management team as well as working closely with the resource team to help them understand relevant projects from your account portfolio. You will be expected to develop surveys for clients on service received as well be responsible for client entertainment and strategy input for the division. You will be expected to generate full service level reports for every client which will be sent by you personally at the end of every account being serviced whether the role was filled or not.

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## KEY RESPONSIBILITIES

- Manage all clients' recruitment processes in an exceptional manner to ensure Reuben Sinclair is recognised as delivering a world class service to our client base.
- Work on designated clients when necessary to aid in the development and progression of the division
- Achieve set ratio targets to ensure the client is receiving an unparalleled recruitment service.
- Produce high level infographic reports for each client to show the level of work carried out on each account whether the role was filled or not. This should enable us to show high value in what we do.
- Work with the Board on strategy to help reduce ratios and increase productivity whilst also increasing revenue across the team and ensuring exceptional Client service management.
- Work effectively and productively to the agreed time frames and service hours when servicing any given account. If the remit has not been filled whilst working these hours, you will be expected consult and advise your client how to proceed accordingly.
- Work accordingly to the agreed Reuben Sinclair Account Management process in order to create a systematic and consistent service for all clients and candidates.
- Maximise any chance of repeat business by meeting with clients, keeping in regular contact and upselling wherever possible.
- Attend client meetings individually and with colleagues to ensure Reuben Sinclair is recognised for thought leadership, professional excellence and innovation above and beyond our competitors.
- You will be aided in your Marketing Initiatives by the Resourcers and Trainee Researchers which will include but is not limited to:
  - Writing industry and recruitment related blogs and articles for your own LinkedIn page,
  - Contributing to social media group discussions where possible.
  - Engaging with all LinkedIn prospects who "view" your page
  - Sending Email Shots to suitable candidates for existing live vacancies
  - Writing and posting job advertisements, searching job boards and internal systems for suitable candidates as well as contacting them directly, researching companies and industries, directly sourcing & approaching suitable candidates via various channels (*Phone, LinkedIn, Facebook, networking events etc.*), interviewing and shortlisting candidates for colleagues' and clients' interviews.
- There will be a responsibility to record the necessary information accurately and efficiently to ensure the relevant internal systems are up to date and that the team is able to operate in a collaborative manner.

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## **Key Team Responsibilities**

- Organise accounts internally and manage the processes that maintains a cohesive and optimised account structure.
- Work closely with Directors to help achieve account management target for team: increased levels of repeat business year-on-year (number of clients the division has billed with).
- Help generate ideas to improve the account management function of the Division
- Ensure all client information is correctly processed for new clients: ensure client is in receipt of all collateral and understands Reuben Sinclair's approach and what service options are available to the client moving forward.
- Help manage and develop Trainees through to Senior Consultants to enable them to reach their full potential. Give back to the team as you would expect a mentor, buddy and senior member of a company to do so.
- Contribute to the coaching, training and development of colleagues to ensure Reuben Sinclair are sharing all best practice, ideas and thought leadership in a collaborative environment.

## **Minimum requirements**

- Meet revenue expectation.
- Ensure a client report is sent to all clients that we work on.
- Ensure that every client we work with receives a client satisfaction survey every six months from the point of engagement.

## **WHO YOU ARE**

- You will be knowledgeable of the industry you work in and possess the ability to write thought provoking articles and blogs related to the recruitment and relevant industry sectors as well as advise and guide clients on the best recruitment process that suits their needs and requirements.
- You will have the ability to think laterally in relation to the overall account management process.
- You will be confident, articulate and not afraid to communicate over the phone on a daily basis. You will have exceptional rapport building skills.
- You will be expected to take a proactive approach to self-development and learning in order to achieve personal and wider business goals. You will be used to achieving Set KPI's and achieving relevant service level ratios.

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- Positive mind-set – you will experience a lot of rejection, disappointment and frustration on the road to success as a Consultant. You **must** stay positive. You will **make it happen** if you apply yourself correctly.
- A willingness to listen and learn. If you conduct yourself with the right attitude and apply the knowledge provided in your training and coaching, **you will be successful**.
- Competitive nature. At Reuben Sinclair we celebrate our successes as a team but we also encourage a healthy and competitive environment on an individual basis. With the highest levels of reward and recognition available to you in the industry, we encourage everyone to make the most of the opportunity and push to be No.1 in their respective discipline.
- Excellent attention to detail with the ability to problem solve.
- Decisive, action-centred, 'gets things done', able to work under pressure and meet deadlines.
- Possess impact and presence, able to converse with people at all levels.
- Outstanding interpersonal, communication and commercial skills, allowing you to be consultative and solutions focussed with anyone you interact with.
- Computer literate, CRM systems, Microsoft Office etc.