



Together business

SK Chase Ltd.
31 Palmerston Place
Edinburgh
EH12 5AP
T: 0844 371 0071
E: enquiries@skchase.com
www.skchase.com

Client Services Manager

Overview

SK Chase is the specialist in luxury hotels' and resorts' gift voucher solutions in the UK, providing their gift voucher website, management system and fulfilment, alongside a passionate service. We work with over 300 luxury hotels throughout the UK, including prestigious hotel brands such as Gleneagles, The Savoy and Rocco Forte Hotels.

We are currently investing in both our team and our technology and our plan is to significantly develop and improve our gift voucher application, as well as our service.

Our intention is to remain close to our clients and keep them abreast of the new features within our system, whilst ensuring that these features will assist in increasing their gift voucher sales.

With this in mind, we would like to recruit a software-savvy, e-commerce aware **Client Services Manager** (preferably with experience of the luxury hospitality sector), who will be responsible for managing relationships with our key client accounts. Previous Sales and Marketing experience is essential.

This position plays a significant role in helping us to build our business and in helping our clients to optimise their gift voucher sales. The Client Services Manager will work collaboratively with our clients and channel feedback to the rest of the SK Chase team, to influence future services and/or system developments that will truly add value.

At SK Chase, we have a culture where people come first and we encourage our team to be true, courageous and fair with themselves, each other and our clients. This results in having a happy team, who have clear goals and know how they contribute to the success of our business.



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Position Summary

The Client Services Manager manages the Client Services function of our business.

Salary: £30,000 - £35,000 (according to location and experience)

Expenses: Travel expenses and subsistence paid for by SK Chase

Location: Whilst the SK Chase office is based in Edinburgh, this role will suit someone based in England (preferably London, Greater London, Home Counties or the South East) as approximately three days per week will be spent out in the field visiting our clients (the majority of which are based in England) and 2 days per week working from home (or a London hub*) performing strategy and diary planning.

A full and clean driving license is desirable.

* We have Regus membership which means our London based team (Client Services Manager, Sales Manager and Training Manager) are able to meet and work from any of Regus' Business Lounges throughout the UK.

Hours: Our official office hours are Monday to Friday 9am to 5pm with one hour for lunch. However, the nature of this role involves travel to and from our hotel client's venues, therefore normal office hours may not always be possible.

Reports: The Client Support Administrator reports directly to the Client Services Manager. The Client Services Manager will also receive administrative support from the relevant business support functions.

Reporting to: Linda Laurens, MD (and Head of Operations)



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Business Operations Responsibilities (75% Capacity)

| Function | Tasks | % Capacity | Reference |
|--|--|------------|-----------|
| 20. Client Services (Key Account Management) | | 75% | |
| 20.1 | Create and maintain rolling key account management strategy (key account activity calendar for current and next two months) | | |
| 20.2 | Ensure clients that reach £100K annual sales become a key account and are managed accordingly | | |
| 20.3 | Build relationships with main contacts at our key accounts | | |
| 20.4 | Introduce our key accounts to new features and functionality within our system | | |
| 20.5 | Listen to and collect feedback for system improvements and feedback to Head of IT | | |
| 20.6 | Schedule and prepare for key account client review meetings | | |
| 20.7 | Hold key account client meetings and update key account history after each meeting. | | |
| 20.8 | Create a yearly 'Marketing' Calendar together with Head of Marketing (maintain the Key Account 'Health Check List' up to date with marketing ideas). | | |
| 20.9 | Delivery of sales reports (created by Service Support) for specific key accounts | | |
| 20.10 | Review monthly sales and commission figures for key accounts and highlight trends | | |
| 20.11 | Attend monthly Operations Meeting and report on Key Performance Indicators | | |



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|-------|---|--|--|
| 20.12 | Management of source and outcome Key Performance Indicators relating to the Client Services Function (report highlights to the team) | | |
| 20.13 | Create the Key Account annual budget and review budget after 6 months | | |
| 20.14 | Provide very occasional client training sessions (on how to use the system) | | |
| 20.15 | Follow introduction plan after the Sales Manager has confirmed a new client has been through 'Set up' (if the new client has been identified as a key account) to help with 'flow' and working 'together' | | |
| 20.16 | Sign up to clients e-newsletters to stay informed of their marketing activity | | |
| 20.17 | Manage relationship with Client Support Administrator (CSA) - allocate Managed Service tasks, allocate passive clients, ensure CSA has strategy for passive client management, ensure weekly meetings with CSA are held | | |



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Client Services Manager

Skills and Abilities

| Skill /Ability | Level of Importance to Position |
|---|---------------------------------|
| • Interpersonal skills | • High |
| • Questioning and listening skills | • High |
| • Internet marketing, e-commerce, new media awareness | • High |
| • Written and verbal communication skills | • High |
| • Management and organisational skills | • High |
| • Presentation and sales skills | • High |
| • Decision making and problem solving skills | • High |
| • Telephone skills | • High |
| • Time management skills | • High |
| • Financial/budget management | • High |
| • Business management and strategist skills | • High |
| • Knowledge of office systems (Microsoft applications including word, excel and powerpoint) | • High |
| • Analytical skills | • High |
| • Coaching and mentoring skills | • High |
| • Knowledge of policy and procedure processes | • Medium |
| • Negotiating skills | • Medium |
| • Training Skills | • Medium |
| • Knowledge of management models and systems | • Medium |

Ends.