



Client Experience 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 Client Experience 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.

Role Overview

Your primary objective in this role will be to constantly and consistently, help our clients

Feel Good, Think Better and Achieve More

You'll do this through a prism of being

Thoughtful, Empathetic and Collaborative

At wallacespace, client events are memorable experiences. In helping us deliver this brand promise, you will work closely with our clients from the day they confirm to the day their event occurs. With them, you will advise, plan and help deliver, all aspects of client events. You will do this to a consistently high standard.

As part of this, you will build and maintain trusting and reliable relationships with our clients. You will get to know them by asking and understanding: what their job is, what their company does and why they are using wallacespace. That way, you will establish how we can best help them, achieve their objectives.

Throughout each day, you will ensure that our spaces are welcoming and comfortable and that our wallacespace environments add to, rather than detracts from, our clients' experiences. You will understand that one-size doesn't fit all and that flexibility is key. You'll become skilled at anticipating and delivering what clients need and want, when they want it.

As a result, you will help ensure organic growth of our business. Our objective is to be the place that clients want to recommend. So, your job will be to help ensure that clients return and that they refer wallacespace on to others.

Accountability

You will be accountable to your Centre Manager and you will be part of the client experience team, based in a wallacespace building. You will work closely and collaboratively with other departments at wallacespace, to ensure outstanding resourcing and delivery.

Key Responsibilities

Advising, planning and delivery of all aspects of client experiences at wallacespace.

This will include but is not limited to:

- Getting to know clients, understanding and delivering, their brief to ensure that we deliver our brand promise.
- Building and maintaining trusting and reliable relationships with clients to ensure organic growth of wallacespace.

- Maintenance of accurate records and communicating on – details of meetings, resourcing, invoicing – all to ensure that clients get what they pay for and over and above that, that they receive outstanding value from their time with us.
- Reliable communications across related parts of wallacespace to ensure that we deliver what we promise.
- Working as a team to deliver excellence with focus, pace and direction.
- Help build our business organically, by ensuring that clients 1) return and 2) recommend wallacespace to others.

Skills

- Exceptional communication and interpersonal skills
- Strong organisational and multitasking abilities
- Proficiency in using CRM software and Microsoft Office Suite
- Ability to identify and act appropriately on business opportunities
- Accuracy
- Numeracy
- Detail-oriented
- Able to work calmly under pressure

Personal Attributes

- Proactive problem-solver
- People-pleaser – you need to *love* servicing your clients
- Personally energetic
- Team player with a collaborative mindset
- Interesting and interested

We are looking for someone with a minimum of 2 years experience in a client-facing role, preferably in event coordination, hospitality, or sales support.

This is a full-time role of 42.5 hours a week. Your working hours over 5 days will vary, but broadly you will work from 7AM till 7PM on shift patterns. (Occasionally there will be some evening work).

What we offer you

A competitive salary of £28K.

The benefits we offer:



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!