

Client Services Manager

FieldworkHub is a London-based market research fieldwork agency offering both qualitative and quantitative research services with a focus on quality and client service. We are looking for an experienced person to join our team as Client Services Manager to work with the directors and our Head of Projects to develop the business further.

The role is an exciting opportunity for the right candidate to join us to ensure that all our clients are well served, our network of reliable suppliers is expanded, and our projects deliver high quality insights on time and on budget. This role will suit someone who is a seasoned market research manager, has worked on large multi-market studies and has experience delivering high quality of service – someone who is always ready to go the extra mile for clients. If you are an ambitious and experienced individual, who has the ability to seize opportunities and take ownership, then this is the right role for you.

What you'll be doing

BID MANAGEMENT

- Review inbound leads to determine if any essential information is missing and take a view on feasibility and desirability of bidding for each project (with input from the Directors, as required).
- Allocate bid preparation for those projects that we decide to bid for to a member of the sales team, taking account of capabilities, current loading and other relevant factors. In some cases, you may also be expected to prepare bids yourself.
- Use existing industry contacts and experience to support the development of a larger supplier base to make it easier to seek bids and enable us to deliver more projects successfully.
- Work with the Sales Team to enhance the information that goes into our costing process - creating a continuous loop between the lessons learned on completed projects and how we bid for new work.

PROJECT MANAGEMENT

- When a project sells, review the information that is available and identify any information to be provided (e.g. completion of client's onboarding process for new clients). Review screener, if available, and identify any areas that may cause difficulties. Check that all suppliers necessary for the completion of the project have been identified and, if there are gaps, work with the sales team and the project team to overcome these gaps.
- Participate in the majority of client kick-off calls and ensure that these are conducted to a high standard. Provide informal coaching to members of the Project Team on any areas of improvement that you think are appropriate.

CLIENT MANAGEMENT

- Keep up to date with the status of projects for key/strategic accounts and take proactive action to pre-empt challenges and corrective action to address any issues as they arise.

Where necessary, escalate project issues to the Directors to enable them to provide support and advice.

- Participate in project wrap-up calls where appropriate, seek testimonials where possible, and keep in contact with key/strategic accounts between projects to help ensure that FieldworkHub remains top of mind.

SYSTEMS AND PROCESSES

- When needed, review client non-disclosure agreements, client terms and conditions and other client documentation to determine if they place an unacceptable level of risk on FieldworkHub.
- Be a champion of continuous improvement by challenging existing systems and processes and recommend improvements where appropriate based on past experience, gap analysis etc.

What you'll bring

- A proven track record in market research/consumer insights fieldwork with some management experience.
- Extensive understanding of the market research industry, the dynamics at play and the positioning of key competitors.
- Experience of developing client and supplier relationships and a passion to establish FieldworkHub as a market leader in research services.
- An entrepreneurial spirit with an ability to think creatively and produce out-of-the-box ideas and solutions.
- Strong organisational and communication skills. Someone who pays strong attention to detail and demonstrates excellent time management skills.
- An adaptable approach, being comfortable working in various industries, projects, and with different research methodologies.

Why work for FieldworkHub?

Our people are key to our success and as a result, we support our employees to be the best they can be. This will be a unique opportunity to work on exciting international projects for the world's largest brands. You will learn many new things in a friendly and supportive environment.

Your health and wellbeing is also very important to us so on completing your probationary period, we will provide you with access to our private medical insurance.

When FieldworkHub does well, we believe in sharing the benefits with the people who have contributed to this success. Consequently, you will be eligible to participate in the company's quarterly bonus scheme and, once you have worked for the company for at least one year, its long-term incentive scheme (and any successor scheme).