

Client Services Manager

FieldworkHub is a specialist market research fieldwork agency. We are a small, diverse team of approximately 12 people, which means every person has genuine influence. Every client, every project and every promise matters.

We have built our reputation by being responsive, realistic and rigorous: giving clients honest feasibility, recruiting the right participants, managing projects carefully and providing outstanding client service.

We're looking for someone who shares those values and wants to help us grow by building lasting client relationships and winning the right work.

What you'll be doing

This isn't a traditional sales role. We're looking for someone who enjoys developing relationships, spotting opportunities and helping clients find the right solution – not simply chasing sales targets.

You'll become one of the commercial faces of FieldworkHub, responsible for developing new business, growing existing client relationships and ensuring our proposals consistently reflect the quality of service we're known for.

Working closely with our leadership, feasibility and project management teams, you'll help shape how we win business and continue strengthening our reputation within the market research industry.

Business development

- You will identify new business opportunities across research agencies, brands and consultancies and develop a healthy pipeline of prospective clients.
- You will build and nurture long-term relationships with existing clients.
- You will attempt to re-engage with dormant clients and previous opportunities.
- You will attend relevant networking events and industry conferences to meet potential clients and identify new partnership opportunities.

Client relationship management

- By understanding clients' research objectives and recommending appropriate approaches, you will become a trusted advisor on new research projects.
- You will conduct regular client check-ins to identify opportunities for repeat and additional work, and grow existing client accounts by providing exceptional service.

Quote and proposal preparation

- You will prepare accurate high-quality quotations and, where appropriate, slide-based proposals.



- You will work alongside the feasibility team to ensure realistic pricing and timelines.
- You will champion our efforts to continuously improve proposal quality and conversion rates.

Market intelligence

- You will monitor competitor activity, identify emerging trends in qualitative research and share market insights with the wider team.
- Based on your analysis, you will recommend new service opportunities.

What you'll bring

- A proven sales 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?

This is an opportunity to join a growing international fieldwork agency and work closely with the owners.

The role offers the chance to play a key part in the next stage in FieldworkHub's development, make a visible difference and grow with the company.

Your health and wellbeing are also very important to us so on completing your probationary period, we will provide you with access to our private medical insurance. You will be eligible to participate in the company's quarterly bonus scheme.

Working arrangement

FieldworkHub currently operates a hybrid working environment with 2 days per week in the office (Mondays and Wednesdays) and 3 days per week at home (Tuesdays, Thursdays and Fridays). The office is located at 131 Finsbury Pavement, London EC2A 1NT, close to Moorgate and Liverpool Street stations.