

Job Description Template

Job Title	Client Relationship Manager / Team Leader
Department	Client Services
Location	Citipost Mail, Unit 3, Swanwick Court, Swanwick, Alfreton, Derbyshire, DE55 7AS
Responsible To	Head of Client Services
Normal Hours	09:00 – 17:30

Job Description

As Client Relationship Manager / Team Leader, you will be responsible for managing a portfolio of assigned clients while providing day-to-day leadership and direction to the Client Services team. Your primary objectives are to develop and maintain long-term client relationships, safeguard revenue, identify opportunities for account growth, and ensure the consistent delivery of exceptional service standards.

You will lead by example, acting as a role model for customer service excellence, accountability and collaboration. Alongside managing client relationships, you will coach, support and develop team members, ensuring workloads are effectively managed and departmental objectives are achieved.

Working in a face-paced and ever-changing environment, you will balance multiple priorities, stakeholders and client requirements. You will be expected to identify opportunities for continuous improvement, implement innovative solutions, challenge existing processes where appropriate, and contribute to the ongoing development of both the Client Services function and the wider business.

Key Responsibilities & Accountabilities

- Build and maintain strong relationships with key stakeholders across an assigned client portfolio
- Encourage account growth, contract development and long-term client retention
- Manage client expectations through regular communication and proactive account management
- Develop and maintain Account Development Plans aligned to client business objectives
- Gather and analyse data relating to client mailing programmes and business activity
- Produce accurate reports, insights and recommendations to support client decision-making
- Advise clients on efficient, compliant and commercially beneficial mailing solutions
- Liaise with internal and external stakeholders to identify and implement the best solutions for client requirements
- Plan and conduct formal client review meetings and internal service reviews
- Create and maintain structured contact plans for key client accounts
- Act as the primary point of contact for client issues, complaints and service escalations
- Take ownership of issues through to resolution, ensuring timely communication and stakeholder updates
- Support new client onboarding and implementation activities to ensure a seamless customer experience
- Ensure both the business and clients operation in accordance with contractual and compliance requirements
- Collaborate closely with Sales, Operations and Senior Management teams to deliver agreed service levels

- Manage cross-functional relationships to ensure client requirements are fulfilled within agreed SLAs
- Provide day-to-day leadership, guidance and support to Client Services team members
- Allocate workloads and priorities to ensure operational efficiency and service delivery targets are met
- Conduct regular one-to-one meetings, coaching sessions and performance discussions with team members
- Identify training and development needs and support individual development plans
- Monitor team performance against KPIs, productivity measures and customer service standards
- Support recruitment, onboarding and induction of new team members
- Act as a first point of escalation for complex client, operational and team-related issues
- Drive continuous improvement initiatives and encourage best practice across the department
- Promote a positive, collaborative and high-performing team culture
- Provide support and cover for the Head of Client Services when required
- Maintain awareness of industry developments and apply to relevant best practices to improve overall service delivery

Skill Set

- Minimum 3 years' experience in Account Management, Client Relationship Management or a similar customer-facing role
- Previous experience leading, supervising, mentoring or coaching a team
- Strong ability to establish and maintain trusted relationships at all organisational levels
- Excellent client-facing communication, presentation and negotiation skills
- Demonstratable leadership capability with the ability to motivate and develop others
- Strong organisational, planning and workload management skills
- Excellent attention to detail and ability to identify opportunities to deliver mutually beneficial outcomes
- Advanced problem-solving, complaint resolution and stakeholder management skills
- Ability to manage conflicting priorities in a fast-paced environment
- Customer-focused approach with a commitment to service excellence
- Competent in Microsoft Office applications including Word, Excel and PowerPoint
- Salesforce CRM experience desirable
- Calm, confident and professional approach when managing challenging situations
- Full UK Driving Licence

Authority Level

Authority to manage day-to-day client relationships, allocate team workloads, coordinate departmental priorities, recommend training and development activities, support performance management processes, and escalate operational or client issues as appropriate