

Job Description

Junior Client Manager

Full time Contract



Company Background

Serve Legal is the UK's leading retail compliance auditor, enabling market leaders to successfully measure and improve performance, and protect their businesses. We perform independent, mystery on-site and online audits enabling companies to establish if expected staff performance, operational standards and company procedures are in place.

Serve Legal is a dynamic, ambitious, growing company delivering over 15,000 audits per month with a UK-wide team of around 10,000 auditors. With expertise in age-restricted sales, retail audit, media compliance, allergen, home delivery and customer experience fields, we are expanding our business into new territories.

Equality, Diversity, and Inclusion: At Serve Legal, we value equality, diversity, and inclusion. We are committed to creating an inclusive environment for all our employees. We positively encourage applications from all suitably qualified and eligible candidates, regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Job Purpose

To work within the Client, Sales and Marketing Team (CSM), supporting the management, growth and retention of existing client accounts. The Junior Client Manager will play a key role in building strong client relationships, supporting larger accounts on a day-to-day basis and identifying opportunities to grow revenue through upselling and expansion of services.

Principal Accountabilities

An effective Junior Client Manager will build strong and engaging relationships with clients, provide excellent day-to-day account support and proactively identify opportunities to strengthen and grow existing partnerships. They will work closely with Senior Client Managers and the wider CSM Team to ensure a professional, efficient and commercially focused service is delivered to all clients. The main responsibilities of this role are:

Client Management and Account Growth:

- Manage a portfolio of existing client accounts, building strong relationships with key contacts and ensuring a consistently high level of service.
- Identify opportunities to upsell additional services, expand programme scope and grow revenue within existing accounts.
- Manage and deliver on commercial targets related to each individual client account.
- Support Senior Client Managers with the day-to-day management of larger strategic accounts.
- Lead and coordinate regular client meetings, including performance reviews, programme updates and planning discussions.
- Prepare meeting agendas, presentations, reports and follow-up actions for client meetings.
- Oversee client queries, ensuring requests are handled efficiently and professionally and error rates are monitored.

- Develop a strong understanding of each client's business, objectives and compliance requirements to provide tailored support and recommendations.
- Monitor client performance, feedback and engagement levels, proactively addressing issues and identifying areas for improvement.
- Ensure all client records, communications and opportunities are accurately maintained within the CRM system on Hubspot.
- Support the onboarding of new programmes or projects for existing clients, ensuring a smooth and organised delivery process.
- Communicate effectively with the Business Development team and take on management of new client accounts that are brought in by this team.
- Support the wider CSM Team with communications and requests from non-managed clients where required.

Company responsibilities:

- Quality Assurance: Play an active role in ensuring all client facing information is accurately and professional presented, proactively prioritise tasks, and meet deadlines.
- Cross-department support: Work collaboratively and effectively with colleagues in other departments, as required, to ensure that across the company there is a strong understanding of client requirements and terms.

Occasional Requirements:

- Provide cover for other Client Managers when on annual leave.

BEHAVIOURS AND WORK-BASED COMPETENCIES**Essential**

- Educated to a degree or equivalent standard of qualification to at least a 2:1 level.
- Ability to cultivate strong relationships: ability to inspire confidence and naturally engage with people.
- Decisive and resilient under pressure.
- Strong organisational skills with a motivation for achievement and driving change.
- Good communications skills: the ability to communicate clearly whether face to face, virtually, by phone or in writing.
- Collaborative: able to work closely with a manager and a team from a remote location.
- Proven ability and competence in using Microsoft Outlook, Word, Excel, Office, Teams and Copilot programmes and the ability to expand knowledge in these areas.
- Good presentation skills: able to create a presentation and deliver it to both small and large groups. A confident and assured presenter.
- Can demonstrate examples of taking a pro-active attitude to overcome challenges to successfully achieve a project, milestone or generate revenue.

OTHER REQUIREMENTS

- This role is a work from home position.
- Attendance at monthly office-based team meetings.
- Travel to in-person sales and client meetings where required.
- Attendance at all company-wide events is expected, usually once per quarter.

Key Details

WORKING PATTERN

Monday to Friday, 9am - 5:30pm

LOCATION

Remote Working. Occasional in person meetings

HOURS

37.5 hours per week

ANNUAL LEAVE

25 days

SALARY

£28,000 - £30,000

COMMISSION

Competitive commission structure