Client Manager

Cityserve

£33,106 - £40,619

Ashted Lock, Aston, Birmingham

Working 36.5 hours per week. Cityserve is the leading education catering and cleaning provider in Birmingham. We provide facilities management services to over 350 schools in the city and this is an opportunity to work for a large and successful operator and to be responsible for a multi-million pound budget.

You will be a multi-site, multi-discipline manager with a proven track record in a similar role. The post requires strong commercial financial acumen and offers the challenge of managing the delivery of a quality service, contract retention and achieving relevant KPIs and targets.

Of central importance to this post is maximising current and potential sales within the given geographical area, whilst ensuring consistent client and customer satisfaction. Strong negotiating and client relationships skills are therefore essential.

This is an exciting opportunity for someone to contribute and shape our future direction and business portfolio. As an individual, you will have strong credibility, be personally resilient, articulate, focussed, dedicated and flexible to the needs of the business.

If you are looking to work for a large operator who will challenge and drive you in your career, then this could be the role for you.

Ref: PE0922017

Closing date: 14 March 2017

A Disclosure and Barring Service (DBS) check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
People’s Directorate

Job Description

Post: Client Manager  
Salary/Grade: GR5
Division: CYPF Cityserve  
Section: Revenue and Operations

1. **Job Purpose**
   
   1.1 To be responsible for the efficient and effective operational and financial management of all facilities management services within a designated area.
   
   1.2 To build effective client relationships in order to understand their needs and requirements and develop and grow the account in order to enhance satisfaction and deliver income and profitability targets.
   
   1.3 To lead, inspire and develop your sites to consistently deliver services of the highest quality.

2. **Duties and Responsibilities**
   
   2.1 To manage costs and generate sales across designated sites and diverse revenue streams in order to deliver income and profit targets.
   
   2.2 To respond to tender opportunities as required.
   
   2.3 To develop effective client relationships ensuring that needs are understood and met and client satisfaction levels are enhanced.
   
   2.4 To instigate and oversee the introduction of product and service changes and enhancements and associated marketing campaigns in line with client needs.
   
   2.5 To manage your business area effectively ensuring that all service standards and key performance indicators are met for each client or contract.
   
   2.6 To lead, manage and develop your site teams ensuring each has the capability and motivation to drive performance and enhance client satisfaction levels.
   
   2.7 To set and agree objectives and improvement activities for each unit and provide ongoing monitoring and review performance to ensure that targets and service levels are achieved.
   
   2.8 To monitor income and expenditure against budgets and respond promptly where required in order to ensure performance targets are achieved.
2.9 To ensure that all corporate, Directorate and Service policies and procedures are adhered to.

2.10 To be responsible for ensuring that all aspects of relevant legislation are implemented and adhered to at the site for which you have a remit.

2.11 To ensure best practices in relation to delivery processes and the deployment of resources in order to improve efficiency, reduce costs and increase profitability.

2.12 To ensure correct staffing levels to meet contractual requirements.

2.13 To induct and provide ongoing coaching to supervisory staff.

2.14 To ensure the responsibilities for catering under civil emergency conditions are undertaken.

2.15 To ensure the organisation complies with all relevant City Council policies and procedures including Equal Equalities, Health and Safety and Safeguarding.

2.16 Any other duties commensurate with the post.

3. Supervision Received

3.1 Supervising Officer Job Title

Revenue and Operations Manager

3.2 Level of Supervision

Plan own work to ensure the meeting of defined objectives.

4. Supervision Given (excludes those who are indirectly supervised i.e. through others).

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catering Supervisor</td>
<td>2 / 3 / 4</td>
<td>21 (average)</td>
<td>Left to work within established guidelines subject to scrutiny by supervisor.</td>
</tr>
<tr>
<td>Cleaning Supervisor</td>
<td>2</td>
<td>21 (average)</td>
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</tbody>
</table>

5. Special Conditions

- Annual leave must be taken during school holidays.
- Annualised hours scheme applies to this post.
- This vacancy is exempt from the Rehabilitation of Offenders Act.
- A Disclosure and Barring Service check will be undertaken.

Observance of the City Council's Equal Opportunities Policy will be required.
# People's Directorate

## Person Specification

**Job Title:** Client Manager  
**Grade:** GR5  
**Division:** CYPF Cityserve  
**Section:** Revenue and Operations

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

### CRITERIA

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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</table>
| **Experience**  
(Relevant work and other experience) | 1. Experience of managing facilities management catering and cleaning / contracts in a multi-site environment.  
2. Experience of managing complex P&L accounts across diverse income streams / client base.  
3. Experience of delivering results through teams in coaching, mentoring, motivating environment.  
4. Experience of managing challenging relationships successfully.  
5. Sound knowledge and working experience of all appropriate legislation including catering and cleaning.  
6. Evidence of managing people effectively | AF/I/P/T  
AF/I/P/T  
AF/I/P  
AF/T/I  
AF/I  |

| **Skills and Ability**  
e.g. written communication skills, dealing with the public etc. | 1. Excellent communication, influencing and negotiation skills.  
2. Perceptive and effective leader able to build a strong team and maintain excellent standards in a quality driven management style.  
3. Has demonstrable commercial acumen with a successful track record of business development in a similar operation.  
4. Confident decision maker with the initiative to solve problems independently.  
5. Has impeccable standards around quality, service and presentation and a passion for the service industry.  
6. Positive, articulate and demonstrates a professional persona.  
7. Highly computer literate, numerate and possesses excellent written and verbal communication and interpersonal skills.  
8. Ability to prioritise and meet tight and competing deadlines and work under pressure.  
9. Ability to interpret, analyse and produce complex financial data.  
10. An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016 | AF/I/T  
AF/I/T/P  
I/T/P  
I/P  
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I |
<table>
<thead>
<tr>
<th><strong>Training</strong></th>
<th><strong>Education/Qualifications</strong></th>
<th><strong>AF &amp; C</strong></th>
</tr>
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<tbody>
<tr>
<td></td>
<td>NB: Full regard must be paid to overseas qualification.</td>
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<tr>
<td></td>
<td>1. Holds relevant catering and cleaning qualifications.</td>
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<td></td>
<td>2. Holds relevant Health and Safety and Food Safety qualifications.</td>
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<td></td>
<td>3. Degree in appropriate subjects/discipline or 1. equivalent experience.</td>
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<tr>
<th><strong>Competencies (behaviours)</strong></th>
<th><strong>Category Definition</strong></th>
<th><strong>AF &amp; C</strong></th>
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<tbody>
<tr>
<td><strong>Moving forward with the Council</strong></td>
<td>People who demonstrate this competency take the needs of the Council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
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<tr>
<td><strong>Managing Ourselves</strong></td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They</td>
<td></td>
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<tr>
<td><strong>Working with Others</strong></td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the Council. They are encouraging, supportive and helpful and consider the impact of their working style on others.</td>
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<tr>
<td><strong>Providing Direction</strong></td>
<td>People who demonstrate this personal competency display the behaviours underpinning the Council’s values (Belief, Excellence, Success and Trust) and present themselves as a role model to others. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.