

Job title	Client Services Manager
Reports to (job title)	Service Manager of Client Services
Location	Hybrid: home and Westminster, London office
Tenure	Permanent, 5 days per week
Salary	Starting £38,000+ DOE
Closing date	Rolling recruitment, will close when filled

1. Purpose of the job

We're looking for a highly capable, motivated and public-service orientated Client Services Manager, with experience working in the public sector or with a proven track record in a similar or related sector. We need someone who has the passion and drive to make a significant contribution to our continued growth and to the lives of people on the lowest incomes.

You will report directly to the Service Manager of Client Services as a core member of our growing Growth team. You'll own the client management role from start to finish, ensuring that we deliver excellent services to our clients. You will operate at various levels within our client base and you must therefore have the ability to influence at the highest level and build senior relationships quickly. You will work alongside our vibrant team of social policy experts, software technicians and data analysts to provide outstanding service and product delivery, leaving clients delighted.

Your main focus will be to promote our consultancy and software products to contribute to the sales and renewal targets. You will build relationships with decision makers, deliver and oversee the successful use of our LIFT platform, ensuring our clients are able to turn insight into impact. You'll be recognised as a trusted advisor by our clients and your work will deepen our relationships with clients and secure repeat business with identifiable opportunities in local and central government.

2. Organisation structure

This role will work in the Client Services team and report to the Service Manager of Client Services.

3. Main accountabilities

- Contribute to the customer retention, satisfaction and revenue growth strategy
- Serve as the main point of contact for your assigned accounts
- Get to know your accounts to understand their opportunities and challenges
- Identify how we can support the customer's opportunities and challenges
- Monitor the satisfaction of your accounts and report progress internally
- Be the company contact for your customer accounts
- Own the client management process from liaising with the sales team, holding kick off meetings, setting objectives with clients, project management and support, extraction of outcomes and key success indicators and client retention.
- Monitor the on-time and high-quality delivery of our analysis, research and software services to your assigned clients
- Ensure our LIFT clients are able to turn insight into action
- Ensure consistent and high quality reporting providing evidence of both human and monetary impact of our client's work

4. Other duties

- Support the senior team in the development and execution of business strategy
- Manage and build new and existing senior client relationships, ensuring our analytics and software clients are delighted with the service they receive, helping us to grow across services within the clients we support
- Promote our strategic development priorities, and support our key strategic relationships
- Ensure a strong professional and commercial focus internally and externally, delivery, deadlines for the projects you oversee should be realistic and met
- Contribute to our thought leadership through policy work, blog writing, presenting webinars and attending industry events, including speaking engagements

5. Person specification

Skills and experience

Essential

- Excellent communication and interpersonal skills
- Strong relationship-building skills to build trust and rapport with customers
- Desire to work in a business with a social purpose
- Knowledge and/or interest in the welfare system
- Knowledge and/or experience of local government or social housing
- Evidence of an ability to build client relationships, understand their needs and identify opportunities
- Ability to write compelling, professional project reports
- A self-starter with the ability to stay motivated and work independently
- Ability to work effectively as part of a team
- Passionate about the power of technology to help tackle poverty, with knowledge of or keen interest in the welfare system, and other related policy areas
- Well organised with excellent attention to detail, and the ability to work under pressure, manage competing priorities and meet tight deadlines
- A people person, able to work effectively in both a commercial and public sector environment, build relationships and help people to perform at their best

Desirable

- Experience of selling in software/analytics especially in the public sector
- Experience providing advice to and influencing a senior audience
- Proven track record in business to business consultancy sales
- Experience with a sales pipeline methodology

About Policy in Practice

Policy in Practice believes data and technology have the ability to empower people and change lives. Our goal is to be the single point of access for all people on means tested benefits, and enable effective public services through citizen centred services.

We aim to reach as many households as possible across the UK. We will do this via growth of existing products in public and private sector organisations, and through expansion into new markets.

Policy in Practice is at a pivotal point as we continue to move from start up to scale up. We have invested in our capability, and development has moved from ideas to prototypes and in some cases to production.

Policy in Practice's vision and mission

Vision

We believe data and technology have the ability to empower people and change lives.

Mission

Empower people via proactive, integrated support.

We will help more people to live better lives using our expertise in social policy, data and technology.

We are transforming the way society supports low income families through citizen centred approaches. We focus on improving how all policy areas, sectors and journeys combined can have an impact on people and their outcomes.

Values

Purposeful and passionate

- We push for opportunities to improve, not just for our clients or for ourselves, but also for the people who need our help.
- We take responsibility. Details Matter. We have a genuine passion to help people, with a willingness to take action.

Insightful and impactful

- We go beyond straightforward analysis to get to the 'So What?', driving our policy insight and services to deliver impact.
- We think deeply and communicate simply in a way that helps people make the right decisions.



Respectful and supportive

- We are willing to discuss and debate openly, listening to both sides and relying on evidence and strong relationships to reach shared positions.
- We have each other's back.

Why work here?

- Working in a thought-leading organisation where you can empower people and change lives.
- Flexible working arrangements with hybrid and remote working available
- Opportunities for quick career progression

Policy in Practice colleagues say:

“Everyone is lovely and we do such impactful work. There is a very caring employee culture, and a drive to share expertise.”

“I appreciate how our work helps shape policies and the supportive team environment here encourages everyone to grow. Flexible working options make it easier to balance life and work and our inclusive culture makes this a welcoming place to be.”

“The work is extremely meaningful and translates directly into tangible benefits.”

How to apply

Please send your CV with a cover letter that clearly outlines your suitability and your interest in the post to jobs@policyinpractice.co.uk as soon as possible.