

Job Title: Client Services Manager

Reporting to Head of Customer Services

Purpose of the Role

As the Client Services Manager, you will lead the client logistics function, overseeing a team of Senior and Client Logistics Coordinators. You will be responsible for ensuring the delivery of exceptional service to fulfilment clients, driving operational excellence, and fostering a culture of continuous improvement. This role combines strategic oversight with hands-on leadership, ensuring that client needs are met efficiently, escalations are resolved effectively, and the team is supported and developed to perform at their best.

Key Responsibilities

- Lead, manage, and develop a team of Senior and Client Logistics Coordinators, ensuring high performance, engagement, and professional growth.
- Act as senior point of escalation for complex client issues, ensuring timely and effective resolution.
- Oversee the coordination and delivery of logistics services across the client portfolio, ensuring SLA adherence and operational consistency.
- Collaborate with internal departments (e.g., warehouse, transport, IT, commercial) to ensure seamless service delivery and issue resolution.
- Monitor and analyse service performance metrics, identifying trends, risks, and opportunities for improvement.
- Drive a culture of first-time resolution and proactive client service across the team.
- Play an active part in regular service reviews with clients, presenting insights, performance data, and improvement initiatives where appropriate in collaboration with the strategic account management team. Documenting and following up on actions where necessary.
- Support the onboarding of new clients and ensure a smooth transition into operational service.
- Champion continuous improvement initiatives, including process optimisation, automation, and client self-serve capabilities.
- Ensure compliance with internal policies, client requirements, and industry regulations.

- Report on team performance, client satisfaction, and operational KPIs to senior leadership.

Performance Standards

- High levels of client satisfaction and retention.
- Timely and effective resolution of escalated issues.
- Strong team engagement and development.
- Consistent achievement of SLA and KPI targets.
- Implementation of impactful process improvements.
- Positive feedback from clients and internal stakeholders.

Key Performance Indicators (KPIs)

- Escalation resolution time and success rate.
- First-time resolution rate across the team.
- Client satisfaction scores
- SLA adherence and service delivery metrics.
- Team performance and development metrics.

Skills & Experience Required

- Proven experience in logistics, fulfilment, client operations or other customer-facing role.
- Demonstrate strong people management skills or the ability to do so.
- Excellent communication, negotiation, and relationship-building abilities.
- Strategic thinker with a hands-on approach to problem-solving and service delivery.
- Proficient in using bespoke systems, CRM and ticketing systems
- Strong analytical skills with the ability to interpret data and drive decisions.
- Demonstrated success in process improvement and change management.
- Ability to manage competing priorities in a fast-paced, dynamic environment.
- Proven ability to work with minimal supervision and act on own initiative.