



Job Title: Delivery Client Services Manager

Reporting to: Head of Customer Services

Responsible for: Team of Delivery Advisors

Purpose of the Role

As the Client Services Manager, you will lead the client logistics function, overseeing a team of Delivery Advisors. You will be responsible for ensuring the delivery of exceptional service to clients, driving operational excellence and fostering a culture of continuous improvement. Primarily focused on post-dispatch issues, 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 Relationships:

- Delivery Advisors team
- Customer Services Management Team
- Fulfilment, Warehouse, Transport, Wholesale, IT and Commercial teams
- Strategic Account Management team
- Clients and external stakeholders

Key Responsibilities

- Lead, manage and develop a team of Delivery Advisors ensuring high performance, engagement and personal growth
- Act as senior point of escalation for complex client issues, ensuring timely and effective resolution.
- Oversee resolution of client delivery issues, ensuring SLA adherence and clear, honest communication.
- Collaborate closely with internal departments to ensure seamless service delivery and issue resolution.

- Contribute to the Client Services Management Team to align priorities and ensure consistency across the department
- Monitor and analyse service performance metrics to identify trends, risks and improvement opportunities
- Drive a culture of first-time resolution and proactive client service
- Participate in service reviews with clients, presenting insights and driving improvement initiatives

Performance Standards

- High levels of client satisfaction and retention
- Timely and effective resolution of escalated issues
- Strong team engagement and continuous development
- Consistent achievement of SLA and KPI targets
- Effective implementation of process improvements
- Positive feedback from clients and internal stakeholders
- Strong collaboration across departments
- Clear and transparent communication standards maintained

Skills & Experience Required

- Proven experience in logistics, fulfilment, client operations or a customer facing role
- Strong people management skills (or demonstrated capability to lead teams)
- Excellent communication, negotiation and relationship-building skills
- Strategic thinker with a hands-on approach to problem solving
- Experience using CRM, ticketing and bespoke systems
- Strong analytical skills with ability to interpret data and drive decision making
- Experience in process improvement and change management
- Ability to manage competing priorities in a fast-paced environment

Personal Characteristics

- Proactive and solutions focused mindset
- Strong leadership presence with the ability to inspire and motivate others
- High level of accountability and ownership
- Resilient, adaptable and able to work under pressure