

	Job Description	
	Role	Customer Relationship Manager
	Department	Customer Relationships
	Reporting line	Head of Customer Relationships
	Responsible for	Commercial Contract Management, Customer Relationships, Business Growth

General description:

AFM (“the company”) are a leading provider of FM and associated building services in the Channel Islands. Our purpose is to deliver high quality, sustainable solutions for our customers and local community.

Purpose of the Role:

The Customer Relationship Manager will report to the Head of Customer Relationships and be responsible for managing customer relationships to ensure excellent service delivery, value for money and sustainable growth. This role will support the Customer Strategy through cultivating and maximising opportunities in core business accounts as well as identifying, targeting, and securing new sales to increase turnover and profitable income for the business. This role will work in close collaboration with other functions (project management, customer service, services and support) to be ensure that schedules and budgets are met according to contractual agreements and mutual goals are achieved. Building enduring multi-level client relationships is a primary objective of the role and the role holder will need to have excellent financial management and communication skills.

The Role and Responsibilities (not limited to) are as follows:

Core Business Relationship Management

- Establish and develop long-term business opportunities with existing and potential customers.
- Develop relationships with key existing Customers with to view to enhance and add to current service offering and extend contract duration.
- To meet regularly with Customers to review the level of service delivery, to identify areas of continuous improvement opportunity and to resolve all issues that have escalated beyond the first line.
- Be a central point of contact and escalation route for customers.
- Work in conjunction with the Senior Management Team (SMT) to develop service plans and key delivery objectives in order to meet the ongoing and changing needs of stakeholders and customers.
- Ensure the timely preparation of all pricing and contract renewal documentation for adjudication by the SMT.
- Production, presentation and implementation of Key Account Plans.
- To ensure that all assumptions/exclusions are fully detailed both internally and externally to the customer within the quotation document.
- To generate and ensure a healthy, credible and robust sales pipeline for AFM.
- To provide accurate and reliable sales performance forecasts and conversion rates.
- Ensure adherence to Company Policies and procedures, particularly those supporting the whole sales process.
- Maintain the security and confidential status of all data and conduct all activities in a professional manner at all times.
- Maintain relationships with suppliers and subcontractors.

Customer Success & Customer Experience

- Be a trusted advisor to key clients whilst protecting AFM’s business objectives and reputation.
- Ensure all contracts are successfully initiated and executed and oversee adherence to SLAs throughout the contract lifecycle.

- Develop contractual reporting alongside the Customer Service Desk in line with client expectations and SLAs.
- Develop a detailed understanding of client needs and plans to proactively support their business and add value to their future strategy.
- Develop a regular reporting, contact strategy and communication plan for our clients aligned to their needs.
- Working closely with AFM operational delivery teams and the Customer Service Centre through a one team approach, ensuring constant information flow and regular internal contract review meetings.
- Ensure contract knowledge is shared and the contract management approach is harmonised pan-island.
- Ensure added value to our clients through frequent engagement, including the conducting of regular building inspections to audit our work and provide recommended improvements for AFM Operations and for the customer.

Business Development

- The management of multiple bids from receipt to submission including coordinating responses from multiple stakeholders, ensuring deadlines are met.
- Preparing innovative tender submissions ensuring we create the difference that sets AFM apart from our competition.
- Review and understanding of tender documents highlighting key aspects, requirements and areas of risk together with mitigation.
- Assess tender information and organise quotations from external suppliers/sub-contractors and resolve any queries that arise including technical and commercial compliance.
- Participate in company initiatives to develop and refine contract management processes, information systems and associated technologies.

Leadership and People Management

- To support the development of a customer centric and performance-led culture.
- To focus on the expected team behaviours for achieving significant results and outcomes for the business, helping AFM to maintain its leading edge status within the industry and our reputation with our customers.
- To consistently deliver the companies “Management Expectations” successfully across all key areas, managing and supporting individuals and teams that are under their control to meet and exceed business performance targets.

Financial, Commercial & Risk Management

- Ensure all costs are monitored and that contracts operate within agreed budget.
- Support the debt reconciliation & invoicing process.
- Complete a labour load of assets to determine labour requirements to tender specified schedules.
- Highlight to Senior Management potential risk areas, e.g. Liquidated Damages, Bonds or Parent Company Guarantees and in particular, payment terms.
- To manage and understand the impact on risk and cover all aspects to protect the interests of self, others and the business.
- Ensure contracts are regularly reviewed ensuring AFM are recovering all our contractual entitlements.
- Ensure all contractual uplifts are applied in line with commercial agreements.
- To clearly communicate the different forms of contracts, their interpretation and the legal requirements.
- To negotiate and establish agreed terms and conditions for engagement and secures win-win settlements.

Health and Safety

- Ensure compliance with Company H&S policy and execution of the highest standards of H&S at all times.

- Support our Health and Safety Manager and the Health and Safety Committee in the fulfilment of their duties, ensuring they are kept informed and matters escalated to the Senior Manager.
- Ensure company policy and procedures are followed including ISO9001.
- Ensure accreditations with regulatory organisations are established and retained and that activities associated are fulfilled and embraced throughout the business (Pan Island).

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

Key Knowledge and Skills

Excellent interpersonal and communication skillset including the ability to:

- Communicate with all clients and operatives in a clear, professional and constructive manner.
- Exceptional written and verbal communication skillset that can adapt to engage effectively at all levels.
- Build trust-based relationships with colleagues and customers.
- Excellent negotiation and ability to influence outcomes whilst maintaining engagement.
- Proven people management experience.
- Act with professionalism and integrity at all times, as an ambassador both inside and outside AFM.
- Be passionate about customer service excellence and quality standards throughout AFM.
- Be a responsible employer, ensuring adherence to high standards of Health and Safety and compliance with Company Policies at all times.
- Ability to maintain the strictest of confidence in all matters relating to AFM business and in accordance with Company policy.
- A high level of financial acumen and understanding including profitability, cost control and debt collection.
- Sound commercial and market awareness, for both customers and AFM.
- Proactive approach to conducting work and problem solving.
- Highly organised and able to work under own initiative.
- Strong time management skills for self and others and ability to work under pressure.
- Ability to work both individually and as part of a team.

General requirements for the role:

- Understanding of facilities management and associated processes and systems.
- Highly skilled in the use of IT and all Microsoft applications.
- Act as a fire marshal for the building.
- Occasional interisland travel for work activities, support and cross training.
- Occasional out of hours work/attendance.
- Hold a full and current, category B driving licence.

Personal Development/Training relating to the role may include;

- H&S Training; for example: IOSH Working Safely, Asbestos Awareness, First Aid Training, Fire Marshal, tool box talks.
- Professional/skills training; for example: Data Protection, Management Training, Customer Experience.
- In-House Training; for example: IT systems (Summit/Joblogic), H&S, internal processes.