

Job Description: Client Services Manager

Reporting To: CEO

About Datactics

We are a fast-growing Belfast-based tech company, providing data quality and matching software to a growing number of international banks and to Government departments. Our software is sophisticated yet easy to use, and this is our key difference to the rest of the market: empowering business users to self-serve for data quality. We want to make it possible for banks and governments to have perfect data, fast, and without the nasty side-effects of chronic Excel addiction!

We identify our niche market as RegTech, the regulatory compliance side of Fintech, technology designed for and applied to the financial sector. Our expert engineering, development and commercial teams have many years of combined industry experience and, in response to customer demand and company growth, we are actively recruiting a **Client Services Manager** to join us on our adventure.

The Role:

Client Services is where our rubber hits the road! You will be at the heart of our thriving business, leading a large team delivering multiple work streams across the globe. You will be responsible for ensuring that projects are managed to time, budget and quality and that dependencies between projects are identified and managed. This will include managing teams, scope, deliverables, resources, expectations, and timeframes to the highest standards, whilst maintaining a holistic view of the client's objectives, and ensuring that overall targets for profitability and client satisfaction are met.

Main Duties of the Role

- Set, review, and maintain exceptional standards of quality of project delivery for all the company's clients.
- Build and cultivate relationships with new and existing clients.
- Manage margins on projects to ensure profitable delivery against client budget.
- Where required, personally manage projects to completion.
- Personally oversee key client proposals and account management activity where required.
- Promote standardisation and efficiency in the project delivery approach.
- Cooperate in establishing the content and the need for internal and external training materials.
- Mentor, review and develop client services members' work ethic to meet customer quality expectations.
- Manage and develop team leads and data consultants, including conducting reviews and personal development planning.
- Alongside other senior managers, take an active role in the Management team.
- Monitor quality standards of consulting, project delivery and documentation.
- Work in partnership with sales & pre-sales to contribute to documents, proposals, and presentations for prospective clients.
- Represent the business at industry events and assist in building the profile of the business through proactive commercial activity.

Essential Skills:

The ideal candidate must have:

- Excellent organisational and time management skills.
- Relevant experience working at Head of Client Services or Account Management level, or reporting to Head of Client Delivery with a track record of growing and developing client accounts.
- Experience of managing client projects, from briefing through to delivery and reporting – and being hands-on and personally managing projects where required – using your applied knowledge of formal project management methodologies.
- Experience of developing effective working relationships internally and externally with excellent verbal, written and presentational communication skills.
- Demonstrable experience in delivering software solutions in a commercially competitive environment.

Working at Datactics

Our employee benefits package includes shared bonus pool, private health insurance, training allowances, flexible start and finish times and Bike2Work scheme. But more than this, we place huge importance on cohesion between all areas of the company so that we can work quickly, efficiently and deliver the best possible experience for our clients and staff. Everyone you work with has grown with the company in the same way, so will be on hand to help! This means that in time you'll be just as able to help others in using our tools and processes.

We pride ourselves on being inclusive and diverse, as we believe these are two of the biggest contributors behind our talented team of 50. In fact, we have 11 different nationalities and 3% of female team members, which led to our being awarded the Waters Technology 'Best Company for Diversity and Inclusion' in 2020.

About You

This is an extremely exciting opportunity for someone who is a proactive self-starter with a high degree of commitment, initiative and dedication. You will be flexible, resourceful, able to apply your strong problem-solving and communication skills to understand and unpick client requirements, turning them into clear briefs for designers and developers.

With a fast-growing company, exporting internationally, the number and variety of projects will grow equally as quickly, so you will need to be able to multi-task and proactively manage internal and external priorities to get the job done. This will mean you will need to be prepared to work outside normal office hours as required, though we should point out that we are an extremely flexible and supportive team with a strong culture of balance in our working lives!

How to Apply

Please complete an application form, available via <https://www.datactics.com/about-us/careers/>