

**Job Title:** Digital Client Services Manager

**Salary:** £45,000 - £49,000

**Reporting to:** Operations Director

**Purpose of the Role:** The Digital Client Services Manager will lead the Digital Client Services team to ensure efficient operations, data accuracy, integrity, and exceptional service delivery. This role requires a strong commitment to Clear Safety's core values, promoting a high-performance culture and continuous improvement. They will collaborate across departments, drive innovation, and lead client engagement efforts to deliver excellent service. Being adaptable to technological changes and enhancing processes to improve quality and efficiency is essential. Leading on client engagement efforts to ensure excellent service delivery and adapting the services to their needs.

**Key Responsibilities:**

**1. Leadership and Management**

- Develop strategies to enhance team performance, efficiency, and service quality, utilising technology and digital solutions.
- Act as the primary decision-maker for digital client services, ensuring consistent service standards and operational continuity.
- Build strong relationships with clients and colleagues to encourage collaboration and achieve business goals.
- Facilitate business operations by promoting innovation, streamlining processes, and implementing improvements. Monitoring budgets, performance metrics, and project outcomes to ensure accuracy, relevance, and timely reporting.
- Prioritise tasks effectively, balancing individual and business needs to deliver high-value outcomes.
- Promotes a positive work environment that embraces change and encourages creativity.
- Communicate effectively with Senior Management, providing strategic updates and contributing to discussions.
- Encourage networking within the Digital Client Services team and the wider business to enhance collaboration and knowledge-sharing.
- Ensure work is distributed effectively to mitigate risks associated with critical activities.
- Remain proactive, solutions-focused, and adaptable to changes, driving transformation and continuous improvement.

## **2. Data Management and Client Reporting**

- Serve as the primary liaison for the wider business and clients, ensuring effective communication and collaboration.
- Lead the production and monitoring of internal KPIs and client compliance data systems to ensure accuracy, relevance, and accessibility.
- Manage data collection, processing, and presentation, producing clear and user-friendly reports tailored to client requirements.
- Streamline data collection processes to meet Clear Safety and client requirements efficiently.
- Continuously improve data management processes by implementing innovative solutions and best practices. Identifying potential data issues and implement solutions to enhance resilience and efficiency.
- Compile comprehensive reports to support strategic planning, performance monitoring, and decision-making.
- Ensure timely and accurate delivery of reports to meet both client and business needs.
- Act as the primary liaison for the wider business and clients, ensuring effective communication and collaboration.
- Lead the production and monitoring of internal and external KPIs and client compliance data systems, ensuring accuracy, relevance, and accessibility.
- Manage data collection, processing, and presentation, ensuring reports are meaningful, user-friendly, and tailored to client requirements.
- Streamline data collection processes to ensure they meet Clear Safety's and client requirements while remaining accessible and efficient.
- Continuously enhance data management processes by advocating best practices, acquiring new skills, and implementing innovative improvements.
- Identify potential data issues and implement solutions to enhance the resilience and efficiency of the Digital Client Services team.
- Compile detailed reports to support strategic planning, performance monitoring, and informed decision-making.

## **3. Health and Safety Compliance**

- Promote a proactive safety culture, ensuring the team adheres to Clear Safety's health and safety policies.

- Take personal responsibility for ensuring the work environment — whether remote or in-office — is compliant, organised, and safe.
- Identify and report safety or safeguarding concerns promptly, contributing to a safe and supportive working environment.

#### **4. Training and Development**

- Oversee training, onboarding, and skill development of team members, ensuring alignment with Clear Safety's objectives.
- Lead the training of staff within the department, assigning responsibilities, reviewing performance, providing guidance, and assigning training courses to support their Continuing Professional Development (CPD), while also focusing on their own personal growth and skill enhancement.
- Provide guidance and constructive feedback to foster high performance, accountability, and personal growth within the team.
- Implement training, policies, and procedures within the Digital Client Services department to ensure consistency, quality, and efficiency.
- Promote skill development and career progression through tailored coaching and delegation.
- Continuously improve coaching methods, sharing successes and challenges with peers.
- Provide training and ongoing support for Clear Safety staff and clients on best practices for accessing and utilising the data management system.
- Monitor progress and performance, ensuring the team consistently meets targets.

#### **5. Line Management:**

- Conduct regular one-to-one sessions and performance reviews to support individual development.
- Carry out staff appraisals to ensure each team member meets performance expectations and identify training and development needs.
- Provide constructive feedback and foster an environment where the team feels motivated, supported, and empowered to take ownership of their work.
- Act as a deputy for the Director when required, ensuring continuity of leadership, making key decisions, and maintaining the smooth operation of the team in their absence.

- Exemplify Clear Safety behaviours and company values in all work aspects, setting a positive example by maintaining high standards and holding oneself and others accountable for upholding these values daily.
- Ensure the team is thoroughly trained on Clear Safety contractual agreements, client-specific requirements, and fire safety procedures.
- Develop and maintain comprehensive training materials, including booking guides and administrative overviews.
- Foster continuous learning through periodic awareness sessions with Fire Inspectors, ensuring a strong understanding of inspection types, designations, and Fire Risk Assessments.
- Ensure that direct reports consistently meet defined targets for bookings and project work by establishing clear performance metrics, closely monitoring progress, and providing proactive support and guidance to address any performance gaps, thereby ensuring timely and high-quality delivery of all tasks.
- Conduct regular audits on the quality and accuracy of bookings made by the team, ensuring they meet established standards and compliance requirements. Provide feedback, identify areas for improvement, and implement corrective actions to maintain a high level of service and operational excellence.
- Articulate expectations, objectives, and deadlines for delegated tasks, providing comprehensive instructions to ensure clarity and alignment.

## 6. Clear Safety Values:

- **Safety First:** Actively promote and uphold a strong safety culture within the team. Continuously monitor operations to ensure adherence to safety procedures, regulations, and best practices. Proactively identify and mitigate risks to ensure all tasks are completed safely and compliantly. Encourage open communication, allowing team members to raise safety concerns and contribute to improvements.
- **Integrity & Professionalism:** Demonstrate honesty, transparency, and consistency in all supervisory and management responsibilities. Lead by example, upholding ethical standards and treating all team members, colleagues, and clients with fairness and respect. Ensure decisions are made objectively based on clear principles while maintaining confidentiality and professionalism. Hold yourself and others accountable for delivering high-quality work and maintaining Clear Safety's commitment to excellence.
- **Dedication:** Show unwavering commitment to the development and success of the team through continuous support and guidance. Foster a collaborative environment where team members feel valued, motivated, and encouraged to take ownership of their work. Conduct regular one-to-ones, performance reviews, and coaching sessions to help individuals grow

and improve. Recognise and celebrate achievements while proactively addressing challenges to maintain a high-performing team.

- **Customer Centricity:** Ensure that customer needs and expectations are at the forefront of all decision-making and service delivery. Build and maintain strong relationships with clients by being proactive, responsive, and solution oriented. Ensure all interactions are handled with professionalism and efficiency. Regularly seek feedback from clients and team members to identify areas for improvement and maintain high service levels.
- **Innovation:** Encourage continuous improvement by identifying and implementing new ways to enhance processes, efficiency, and service quality. Promote a culture where team members feel confident sharing ideas and exploring creative solutions to challenges. Stay informed about industry advancements and best practices, integrating relevant innovations into daily operations. Strive to streamline workflows, optimise resource allocation, and leverage technology to improve team operations and client service.

**This role requires:** A proactive, detail-oriented individual with exceptional organisational skills, advanced computer skills, and a strong commitment to data accuracy and client satisfaction. The ideal candidate will demonstrate excellent communication, leadership, and project management skills, while continually striving for operational excellence and innovation. They grasp the importance of how they communicate, adapting their style to suit their audience, and encourage others to develop the same skill.

