

HEAD OF CLIENT SERVICES

Position type: Permanent

Department: All

Reporting to: Deputy Chief Executive/Head of Artist Management, and Director of Finance & Operations

Salary: Up to £50,000, dependent on experience

Closing date: Wednesday 17 August 2022

First interviews will take place in the week commencing 22 August 2022

PURPOSE OF ROLE

To ensure high-quality and consistent delivery of support services to Intermusica clients, in line with agreed scope and level of services.

Intermusica's primary function as an artist agency is to secure concert and other engagements for its clients. We then provide support services to assist clients in fulfilling these engagements (e.g. the related contracts, travel, visas, schedules, finance, marketing). The Head of Client Services will have overall responsibility for the delivery of these services to clients, working closely with relevant teams across the company.

Support services are primarily delivered by associate and assistant artist managers (of which there are currently 13). While their formal line management lies with individual artist managers, the Head of Client Services will work with all AAMs to deliver client services.

The job is primarily based at our Central London office.

JOB DESCRIPTION

Definition of services

- To support department directors in determining the set of services offered to each client
- To maintain an up-to-date inventory of services for each client
- To support department directors in communicating these to clients

Delivery of services

- Develop and maintain effective systems for planning and monitoring workflow of services
- Oversee and monitor timely and accurate delivery of services

Standards and training

- Ensure consistent practice across all support staff
- Participate in recruitment of new staff
- Onboarding programme for new staff
- Continuing training programme
- Supervise and guide support staff (in collaboration with artist managers)
- Manage staff workloads and wellbeing (in collaboration with artist managers)
- Keep up to date with regulatory and other changes (e.g. immigration, COVID-19)
- Maintain accurate and up-to-date information (Servicing Handbook or similar)
- Act as central reference point for professional knowledge (visas, tax certificates etc)

Innovation

- Constant incremental process improvement
- Introduce new technology and techniques where appropriate
- Facilitate artist 'self-help' through Overture and/or other systems
- Consider outsourcing where appropriate

Client responsiveness

- Improve the capture and management of data on client interactions (CRM)
- Improve 'help desk' function for out of hours problems

Liaising

- With artist managers
- With other internal service providers (marketing and comms, finance)
- With key promoters

Market awareness

- Monitor service levels offered by competitors

Servicing

- The role should include an element of practical servicing work

PERSON SPECIFICATION

- Proven record of successful customer services management for high-end individual clients, ideally in the travel business or similar
- Strong experience of systems for customer services management
- Record of inspirational management of a team of support staff
- Strong problem-solving and analytical skills
- Interest in classical music is an advantage but not a requirement

If you would like to have an informal conversation about this role, please contact Simon Eder (seeder@intermusica.co.uk)

