

## Client Services Manager – FEBRUARY 2026

Job Title	Client Services Manager
Location	Home Based or Any Office Location
Remuneration Guide	Salary up to £35,000 per annum (will vary dependent upon experience).
Summary of Role	<p>The Client Services Manager has overall responsibility for the efficient function of the Client Services team. This encompasses the quotes and administration streams (branded “Client Services”). This individual will have a key client facing role. They will have overall responsibility for the management of the Client Services function ensuring it remains properly resourced and is efficiently run. The Client Services Manager will report directly to the Head of Valuation and will be expected to be part of the valuation division’s leadership team.</p> <p>The role also requires a strategic approach to client management, including the ability to analyse client and operational data to identify trends in the market, help drive performance, support decision-making, and enhance service delivery and client outcomes.</p>
Key Accountabilities	<ul style="list-style-type: none"> <li>• Lead and ensure the efficient day-to-day operation of the Client Services team, including fair allocation of quotation and administrative work and chairing the Client Services call.</li> <li>• Monitor and report on administration and resourcing performance, maintaining operational trackers (including bank spreadsheets) and identifying capacity or workflow gaps.</li> <li>• Maintain effective communication with surveyors and the Client Services team, escalating operational, surveyor, or administrative issues to the Head of Valuation and leadership team as appropriate.</li> <li>• Drive continuous improvement by proactively developing and implementing process enhancements and updating templates, guides, and procedural documentation.</li> <li>• Lead the training, onboarding, and ongoing development of administrative team members, identifying and addressing skills and development needs and overseeing resourcing levels to ensure service standards are consistently met.</li> </ul>
Qualifications / Experience Knowledge	Experience of running small teams which prioritise key workloads and attention to detail. Demonstrate working under pressure at times to deliver key service SLAs. Key communication skills both internal and external. Professionalism speaking with peers. Ability to delegate.

If you are interested in applying for this role, please send your CV and a cover letter to [HR@argroup.co.uk](mailto:HR@argroup.co.uk).  
**NO AGENCY CONTACT on this role please.**

By applying for this role, you consent to the processing of your personal data in line with our Privacy Policy, which can be found [here](#).