



Due to our continued growth Allied Universal are now recruiting an Account Manager to work within our Security Operations team.

As the Security Account manager your main goal is to develop and lead client relationships, by ensuring the highest standards of operational service are delivered, by identifying and delivering innovative added value solutions, and maintaining strong client relationships in order that service levels and profitability are maximised.

What you get:

- Salary of £50,000 to £55,000 per annum (dependant on experience).
- Permanent contract of employment, working 40 hours per week, Monday to Friday.
- Automatic enrolment into the company's pension scheme and staff discounts on several retail stores, restaurants, travel companies, and much more.
- We offer internal training and development opportunities in an excellent working environment.
- Opportunity to make a real difference in a position of real responsibility.

Core Duties & Responsibilities:

1. Devise and manage customer relationships with all key stakeholders for the portfolio ensuring that all reports and scheduled SLA meetings are undertaken.
2. Monitor service delivery levels, and influencing, directing and working with Operations and all internal stakeholders to ensure the required standards of service are achieved.
3. Manage, motivate and provide direction to direct reports.
4. Identify, monitor and report on Contracts KPI's, identifying areas of opportunity and/or risk, and working with others in the business to develop actions plans to address any areas of underperformance.
5. Oversee cost control related to contracts. Ensure that resource is utilised efficiently and the timely resolution of invoice queries.
6. To identify areas of continuous improvement and deliver solutions that are mutually beneficial to the Account and the Company.
7. To be aware of business developments and opportunities within the portfolio, as well as the wider commercial environment including competitor activity.
8. Ensure that the Company policies and procedures in relation to the portfolio and the workforce deployed to the Account are followed at all times.
9. Manage the retention of the portfolio to service excellence and retain business.

To be considered for this excellent opportunity you must have the following:

- Previous experience in a Security Management post.
- Previous experience within law enforcement, military, government or the private sector (preferred, not essential)
- Valid SIA Badge (Security Guarding/Door Supervisor).
- Excellent standard of written and oral communication with influencing and negotiating skills.
- Ability to work under pressure and Problem solving and decision-making skills.

To apply, please forward a detailed CV and covering letter explaining your suitability for this role

A.U Recruit is an equal opportunity employer