

We've built our reputation on our people, our service and our honesty. Personality is key in this game and we want yours to shine.

We're proud of our huge family of amazing Clients and are welcoming more into the SureFoot way of life all the time. Check our website for more information on our Services, Clients and Company Values.

## Client Manager

When Clients think of SureFoot, they think of the people at SureFoot. There's no sexy product or fancy marketing to hide behind. Therefore a Client Manager has to really be the face of the business every day.

Our Client Managers are the gurus of all things safety, be it Food, Fire or Health and Safety. They lead by example, are super-organised, genuine and friendly. They can be delving into the detail of a heavy report one minute, then chatting to a Clients' MD about their skiing trip the next. They can magic up a food safety manual at short notice and still find time to look at next week's team diary appointments.

Client Manager's like to keep close to their Clients' business and will often be found in a restaurant, at a Client's Head Office, or even visiting one of their Suppliers. Field based, several times a week they'll see the inside of our Soho office for a Manager's Meeting (and to say Hi to Cameron, our Safety Co-Ordinator). Our Client Manager live and breathe our values and recognise that Client relationships are crucial to success.

## We'll love you if you...

- Have experience of working in a catering business, ie; restaurant, bar, café, food manufacturer etc
- Are amazing with people and can handle the whole range of human emotions including crying, anger, frustration, pride and ambivalence
- Love travelling around London every day and sometimes across the UK and internationally
- Enjoy working on your own, making your own decisions and solving problems
- Can plan a complex diary weeks in advance, only to have it turned on its head by Wednesday
- Can stand up and talk in front of 100 people
- Live somewhere near London and have a full driver's licence
- Have any previous experience of auditing, inspecting or assessing a food business and hold food safety qualifications
- Have experience in Client Management
- Are a spelling and grammar freak
- Have a minimum Level 3 Food Safety

## Today's Thursday...what might a Manager be doing?

- Chatting to a Client Operations Director, discussing the highs and lows of the business
- Completing a final check on an allergen matrix before sending to a Client
- Conference calling with SureFoot Management team
- Teaching a workshop to a new team of restaurant managers and getting them excited about safety
- Answering a query from a Safety Advisor about something strange they found during an assessment
- Meeting up with a new Client to begin developing their HACCP
- Emailing an EHO with all the technical information on medium burgers they requested
- Ringing a customer about a sensitive issue
- Checking the audit allocation to ensure all advisors are up to date with their assessments

## Salary Range & Benefits

The annual salary is £30k plus, dependent on skills and experience.

But work isn't all about money. Everyone at SureFoot has the right to challenge existing practices, make recommendations and really shape the business.

You get autonomy over your own diary and the chance to make a real difference in a Clients' world. We're also flexible in terms of out of work commitments. Our philosophy is that as long as the work gets done, you should be able to manage your life how you want. In addition, there's a company pension scheme, income protection (if you're off work for a long time) and more than 5 weeks holiday.

## What do I do now?

Email a brief CV to [info@surefootsolutions.com](mailto:info@surefootsolutions.com) We do look through hundreds of applications, so a 2-page CV is plenty, just makes sure it covers:

### **Name, address, phone and email**

**A brief summary about yourself** - what you're up to in life, both at work and at home, and what you can bring to our team.

**Employment History** - Your last 2 jobs is fine (unless there's something relevant you wanted us to know).

**Qualifications** - And your highest/most recent qualifications is enough. Whether you have an A\* or a C in GCSE Maths is unlikely to affect your chances!

**References** - We'll request them anyway, so may as well include them