



Client Services Superstar Role

Summary

An exciting opportunity to join the growing The Little Car Company Client Services Team. We are looking for someone who thrives on building and maintaining relationships with some of the most demanding and wealthy people around the globe; someone for whom nothing is a problem – only an opportunity; someone full of energy and positivity and someone looking to grow within a rapidly expanding startup.

[The Little Car Company](#)

Compensation: £25,000.00 + share options + bonus scheme

Location: London Bridge, London, UK. We are currently working from home but will return to a hybrid model in due course where we work 3-4 days a week from the office.

Holiday: 25 days per year, option to take 1 month off unpaid per year after 1 year service

Share options scheme: After 6 months with us - we want everyone to feel 'ownership' of the company

Start date: As soon as possible.

Reports to: Client Services Manager

C-19 friendly recruitment: We'll likely do the majority of initial interviews by video call, but will look to meet candidates in person (as per Govt. guidelines and where safe and suitable to do so) before final decision is made.

A bit about us:

As it says in the name, we make little cars. [But they're a little bit special.](#)

The Little Car Company makes officially-branded drive-able little cars for luxury high-end motor manufacturers. We're already making cars for [Bugatti](#) and [Aston Martin Lagonda](#), and there are more to follow.

Beautifully engineered vehicles don't just appear at our client's front doors - they are a result of months and sometimes years of meticulous design, dedicated craftsmanship, uncompromising testing and a personal customer experience second to none.

That doesn't happen without an exceptionally talented team fuelled by a determination to create truly remarkable vehicles, whilst having a ton of fun along the way. We work with the best car manufacturers in the business, so are only looking to recruit amazing talent to our small but highly functioning team.

We are building something special, an environment where everyone looks forward to their Monday mornings (our CEO Ben literally bounds out of bed each morning) and everyone in the company knows the difference they are making and can see how much value they are adding every day.

It helps that our products are pretty awesome too.

Client Services at The Little Car Company:

As we look to grow exponentially in the next few years (our product pipeline is exciting to say the least), we are now looking for a Client Services Superstar to manage a pipeline of clients with end-to-end-service. Our clients are HNWI's / UHNWI's and expect top level support throughout their journey with us.

You do not need to have specific experience working with HNWI's / UHNWI's but we need you to hit the ground running with your confidence and ability to converse with our international clients.

We communicate with our clients typically via email, WhatsApp and over the phone but also at global events so we need you to be confident in handling this. Any additional languages you speak would be considered a bonus!

So if you jump at the opportunity to craft unique experiences for clients, flourish when multitasking and nurturing new relationships, love to get stuck into a challenge and thrive at handling unusual client requests, then read on...

The Role

- Manage a pipeline of clients throughout the sales process and beyond. Careful, consistent nurturing of client relationships is what we do best and as our clients expect nothing but the best.
- Ownership of our full client invoicing process including tracking payments.
- Managing multiple client inboxes with queries and escalating these where support is required.
- Maintain and manage a clean, up-to-date client database
- Working with the Client Services Manager and Engineering Team on client bespoke requests
- Supporting on client facing events (both national and international) including occasional Press Days at our Production Facility at Bicester Heritage.
- Supporting on client test drive events at our Production Facility at Bicester Heritage.
- As a small start up we constantly strive to create, implement and improve processes both within the Commercial Team and within the company – you will play a part in this with fresh eyes and ideas on existing processes.
- Supporting the Client Services Manager, Operations Manager, Marketing Manager and Commercial Director.
- Ad-hoc business admin tasks (may include office management etc.).

Skills

- Building and maintaining relationships is what you get out of bed for in the morning.
- 2-3 years' experience of working in a fast moving company.
- Excellent communication and writing skills.
- Detail orientated.
- Comfortable working in a fairly unstructured environment where you have plenty of autonomy – we're a pretty flat structure, as we expect everyone to be high-performing and self-managing. It's an entrepreneurial environment which keeps things interesting, but isn't for everyone!
- Switched on and can take the initiative, you don't need to be told what to do all the time. We want people who look for problems and solve them without being asked.
- Self-motivating – you'll have full support along the way but we won't hold your hand throughout.

- Experience in a customer-facing industry is a bonus - but to be clear, this isn't a sales role. We are looking for someone that comes across well over email / the phone and genuinely enjoys chatting to our clients – the majority of whom are HNWIs / UHNWIs.
- Ability to confidently use Excel / PowerPoint / Outlook.
- Experience in Slack, CRM systems and MailChimp is useful, but not critical.
- Experience in Adobe to create client facing collateral beneficial but not essential.

Details / perks

- Central London office with associated benefits. The cars are built outside of London, but the role will remain London-based. There may be occasional travel with the company as required, potentially internationally if that's of interest.
- A full UK driving licence is desirable for occasional trips outside of London.
- Competitive salary and 25 days holiday a year.
- Opportunity for equity ownership / stock options and compensation will increase as we grow – ultimately you are in control of your destiny and the rewards will be there for the right people.
- We're working on the perks, and increasing them as we go. So far they include Santander bike subscription, Cycle to Work Scheme, Picturehouse cinema membership, team dinners etc.
- The Company car is a Caterham – if you want to borrow it for a weekend all you need to do is book it in!

Keen to apply?

We want to hear from you! Please send us a covering note (maximum 400 words) with why you are the right candidate for this role. Please don't just regurgitate your CV – we are looking for a flavour of you and what you can bring The Little Car Company. Think of this as your own personal highlights reel.

Please note that if you have not heard from us one week after the closing date of the advert then on this occasion then you have not been successful. However, we will keep all applications on file and be in touch if any future roles match your skills.